RECORDS MANAGEMENT HANDBOOK

General

BIBLIOGRAPHY

FOR

RECORDS MANAGERS
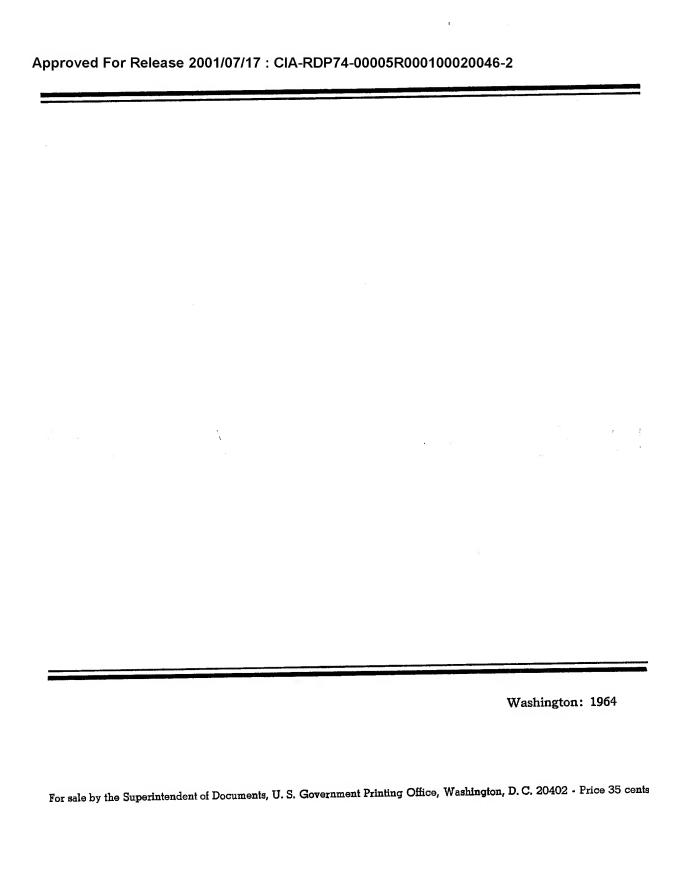
July 1964

GENERAL SERVICES ADMINISTRATION

NATIONAL ARCHIVES AND RECORDS SERVICE

OFFICE OF RECORDS MANAGEMENT

Washington: 1964

RECORDS MANAGEMENT HANDBOOKS are developed by the National Archives and Records Service as technical guides to reducing and simplifying paperwork.

RECORDS MANAGEMENT HANDBOOKS

FOREWORD

Basic to any profession is its literature—what its leading practitioners have learned and the extent to which this knowledge is based on research, or on experience.

The literature about managing paperwork is already so large and so much of it is obsolete, that it has seemed necessary for the specialists within the General Services Administration to prepare a list of the items "most useful to the records manager" selected from a body of over 30,000 items. We believe the problem of the manager is not in finding time to read what needs to be read, but in finding out what needs to be read when so much material is available.

BERNARD L. BOUTIN,
Administrator

CONTENTS

1. Records Management—General

Legal Requirements

1-1. THE FEDERAL RECORDS ACT OF 1950 (44 U.S.C. 392-401).

The statutory basis for records management in the Federal Government, enacted as Title V of the Federal Property and Administrative Services Act of 1949. The agency responsibilities are set forth in section 506. Those of General Services Administration are in section 505, plus section 104(c) of the 1949 Act. Records management is defined as controls over the creation, maintenance, use, and disposition of records.

1-2. TASK FORCE REPORT OF RECORDS MANAGEMENT (APPENDIX C). Commission on Organization of the Executive Branch of the Government (1947-1949), Washington, 1949.

The famous "First Hoover Commission" report on recordmaking and recordkeeping practices in the Federal Government, with its recommendations and summaries of anticipated improvements and savings. Influential in bringing the Federal Records Act of 1950 into being and shaping its content.

1-3. TO AMEND THE FEDERAL PROPERTY AND ADMINISTRATIVE SERVICES ACT OF 1949: HEARINGS. Executive and Legislative Reorganization Subcommittee, Committee on Expenditures in the Executive Departments, House of Representatives, Eighty-first Congress, Washington, 1950.

The hearings stemming from the recommendations of the First Hoover Commission (1947–1949) which resulted in the Federal Records Act of 1950 among other legislation. Important for showing what Congress intended the Act to accomplish and what meaning it imparted to the language of the Act.

Basic Principles

1-4. ADMINISTRATIVE SYSTEMS ANALYSIS, Michigan Business Reports No. 28, Irene Place. Bureau of Business Research, School of Business Administration, University of Michigan, Ann Arbor, Michigan, 1957.

Records management as one kind of systems analysis. Job descriptions of some types of systems analysis, qualifications of the systems analyst, and a survey of the results of selected systems studies.

1-5. CREATION AND MANAGEMENT OF UNITED STATES GOVERNMENT RECORDS, Report of the Investigations Division of the Senate Appropriations Committee. Committe on Appropriations, Senate, Eighty-third Congress, Washington, 1954.

A manifestation of Congressional concern growing out of the Second Hoover Commission findings. Stresses the need for action to curb the creation of new records and reports, and calls for action by the Executive Branch of the Government.

1-6. EFFICIENT PAPERWORK—AT LOWER COST. Research Institute of America, New York, 1962.

Shuffling too many papers involves much more than just unnecessary clerical expense; it creates problems at every level. This pamphlet includes suggestions on ways to streamline the executive's own paperwork, methods for improving financial and operating reports, efficient methods for handling clerical work and for retaining the necessary records only. Largely the work of Robert Shiff and the staff of the National Records Management Council.

1-7. MANAGEMENT BY SYSTEM, Second Edition, Richard F. Neuschel. McGraw-Hill, New York, 1960.

An outstanding examination of what systems analysis is. Provides basic insights into manner in which procedural improvements achieve better management. Good sections on different paperwork processes.

1-8. MANAGEMENT OF THE PUBLIC SERVICE, Report of the Royal Commission on Government Service, Volume

I Canada, Royal Commission on Government Service, Ottawa, 1962.

> Part IV of this study of records by Canada's "Glassco Commission" deals exhaustively with management in the Canadian public service. Its recommendations would involve establishing an organizational unit to give Dominion-wide leadership to controlling paperwork. Reviewed in the April 1963 issue of *American Archivist*.

1-9. ORGANIZATION AND METHODS: A SERVICE TO MANAGEMENT, George E. Milard, Editor. St. Martin's Press, New York, 1960.

> The best experience and practice of British industry in dealing with the broad problem of reducing paperwork.

1-10. PAPERWORK: A LIABILITY OR AN ASSET, Proceedings of the Fourth Annual Records Management Conference, September 20, 1957. National Records Management Council, New York, 1957.

> Rewarding reading, as are the records of the three earlier conferences. Control over paperwork means directing the growth of the records rather than reducing their mass.

1-11. PAPERWORK MANAGEMENT: A MANUAL OF WORKLOAD REDUCTION TECHNIQUES, H. John Ross. Office Research Institute, South Miami, Florida, 1961.

> Aim of paperwork: To maintain, control, process, and transmit information—the life blood of a Federal agency. Aim of management: To remove from paperwork all ineffective efforts and needless costs.

1-12. PAPERWORK MANAGEMENT: A REPORT TO THE CONGRESS. Commission on Organization of the Executive Branch of the Government (1953–1955), Washington, 1955.

> Based on the Commission's 1955 Task Force Report (Item 1—18). Part I, "In the U.S. Government," recommended the establishment of a Government-wide paperwork management program to promote efficiency and economy. Part II considered the problem of reporting by the public to the Federal Government.

1-13. RECORDS ADMINISTRATION, A REPORT ON A NOMA SURVEY, Charles Ginder. *Office Executive*, March 1961.

> A survey participated in by more than 1300 companies. In 39% of the companies the

program was formalized with an executive in charge. In 59% of the companies the program, whether formal or informal, enjoyed "wholehearted support" from top management. Savings in space, time, effort, and equipment were generally indicated, with 254 companies reporting a significant cutback in duplication of effort.

1-14. RECORDS MANAGEMENT: A MODERN TOOL FOR BUSINESS, Mary Claire Griffin. Allyn and Bacon, Boston, 1964.

> A general description of practices for controlling active and inactive records. Also considers briefly forms, reports, correspondence and mail in relation to controlling the creation of records.

1-15. SYSTEMS ANALYSIS FOR BUSINESS MANAGEMENT, Stanford L. Optner. Prentice-Hall, Englewood Cliffs, New Jersey, 1960.

> A successful attempt to develop a general theory of systems analysis which underlies all records management work. Includes case studies.

1-16. SYSTEMS ANALYSIS FOR EFFECTIVE ADMINISTRATION, Norman N. Barish. Funk and Wagnalls, New York, 1951.

> A general textbook of systems analysis, showing how operations combine into methods, methods merge into procedures, and procedures coalesce to form systems.

1-17. SYSTEMS AND PROCEDURES: A HANDBOOK FOR BUSINESS AND INDUSTRY, Victor Lazzaro, Editor. Prentice-Hall, Englewood Cliffs, New Jersey, 1959.

> Unlike the works of Optner and Barish, which formulate doctrine, this book is strong on the various systems and procedures techniques. Each chapter on a given technique is written by a recognized individual in that field.

1-18. TASK FORCE REPORT ON PAPERWORK MANAGEMENT. Commission on Organization of the Executive Branch of the Government, Washington, 1955.

> Part I, "In the United States Government," is a followup report by the "Second Hoover Commission" Task Force on how well the 1949 report had been implemented. To emphasize the need for work in the records creation area, the Task Force used the term "paperwork" in lieu of "records management." Estimated the Government's paperwork cost at $4 billion. Part II, "The

Nation's Paperwork in the Government, An Experiment," made an attempt to put a price tag on the reporting done by the public for the Federal Government, most of it outside the domain of the 1942 Reports Act. The report concluded that the Government was not doing enough to hold down these costs.

1-19. TOTAL PAPERWORK MANAGEMENT, Everett O. Alldredge. *NOMA Technical Quarterly*, June 1962. National Office Management Association, Willow Grove, Pennsylvania, 1962.

> An essay on the total records management problem. Considers the functions or activities a program must bring into being to provide effective records management. Based on the experience of the Federal Government.

Historical Background

1-20. ANOTHER LOOK AT RECORDS MANAGEMENT, Everett O. Alldredge. Meeting of the Interagency Records Administration Conference, June 1961. National Archives and Records Service, General Services Administration, Washinton, 1961.

> An examination of "the State of the Art" as it developed after the Second Hoover Commission Report of 1955.

1-21. FEDERAL RECORDS MANAGEMENT SINCE THE HOOVER COMMISSION REPORT, Herbert E. Angel. *The American Archivist,* January 1953.

> Records management accomplishments for the period 1950–1952 by one of the prime movers.

1-22. THE HOOVER COMMISSIONS AND FEDERAL RECORDKEEPING, Robert W. Krauskopf. *The American Archivist,* October 1958.

> A historical review of the two Hoover Commissions (1947–1949; 1953–1955) in the field of records management and paperwork management, based on the retained archives of the Commissions.

1-23. INVESTIGATION OF FEDERAL RECORDKEEPING, 1887–1906, Harold T. Pinkett. *The American Archivist,* April 1958.

> The search as carried on by the Cockrell Committee, Dockery Commission, and Keep Committee, for efficiency in Federal records management practices.

1-24. THE TAFT COMMISSION AND THE GOVERNMENT'S RECORDS PRACTICES, Bess Glenn. *The American Archivist,* July 1958.

> The work of the Taft Commission (1909–1912) and the Commission's recommendations on the administration of modern records.

2. Correspondence Management

Management

2–1. AUTHENTICATION OF OFFICIAL DOCUMENTS, Air Force Regulation 11–17. Department of the Air Force, Washington, 1963.

> Guidance on how to authenticate documents by written signature, facsimile, or established administrative procedures prescribing staff responsibility and internal process.

2–2. FORM AND GUIDE LETTERS: HOW TO DESIGN AND USE THEM, Department of the Army Pamphlet No. 340–1. Headquarters, Department of the Army, Washington, 1961.

> Developing and promoting use of form and guide letters.

2–3. THE 4–S PROGRAM ... AN EVALUATION, VA Pamphlet 03–1. Veterans Administration, Washington, 1960.

> Proof that a sound correspondence management program not only makes for easier reading and better public relations, but also saves computable man-hours—in this case about $3 million worth.

2–4. GUIDELINES FOR FORM LETTER ANALYSIS, VA Pamphlet 03–3. Veterans Administration, Washington, 1962.

> Semitechnical treatment of the techniques for improving form letters.

2–5. HOW LETTER ANALYSIS CAN IMPROVE CORRESPONDENCE, John R. Mayer. *The Office,* July 1963.

> Instructional courses and general circulation of instructional literature do not meet the specific writing weaknesses of the individual correspondent. Such materials must deal only with the general weaknesses of writers. A program for analyzing the individual letters of each writer in the organization is the best method for improving correspondence.

2–6. PREPARATION OF WRITTEN COMMUNICATIONS, Air Force Manual 10–1. Department of the Air Force, Washington, 1960.

> How to prepare letters, staff studies, and other forms of written communications.

2–7. A TRAINING PROGRAM FOR PERSONNEL WHO DICTATE, H. M. Overley. *The Office,* November 1958.

> Improvement of dictation techniques, followed by significant savings in time and by an increase in productivity.

2–8. U.S. GOVERNMENT CORRESPONDENCE MANUAL. Government Printing Office, Washington, 1960.

> For those who need to know more about format, copy preparation, capitalization, spelling, and punctuation. Part II is based on the U.S. Government Printing Office Style Manual.

Principles of Writing

2–9. THE COMPLETE PLAIN WORDS, Sir Ernest A. Gowers. H. M. Stationery Office, London, 1957.

> A book on the correct use of English, with examples, written by a senior Civil Servant for use of Government officials, members of the armed services, and staffs of public bodies. In an introductory chapter on Legal English, the author justifies some of the involved phrases used in drafting Parliamentary statutes, but recommends the simple and direct form of writing in dealing with the public. Four chapters on the choice of words are followed by a list of overworked words and by a chapter on punctuation. This book originally appeared in two parts, "Plain Words" and "The ABC of Plain Words."

2–10. EFFECTIVE REVENUE WRITING, Training No. 82–0 and 83–0, 2 vols., Revised, Lucile B. Spurlock, Luthera B. Dawson, and Calvin D. Linton. Internal Revenue Service, Department of the Treasury, Washington, 1961.

> Vol. 1 is an elementary course on how to write in a grammatically correct style. Vol. 2 is an advanced course designed to help experienced writers and reviewers diagnose and cure writing weaknesses. Typical chapter headings are: "The semantic problem —putting words to work," "The syntax of strong sentences," and "Parallelism."

2–11. **EFFECTIVE WRITING**, Second Edition, Robert Hamilton Moore. Rinehart, New York, 1959.

> A college textbook for freshmen presenting rhetorical principles applicable to all types of writing, but concentrating on exposition and the importance of the audience and the author's purpose. Uses the standard approach treating first the whole, then the paragraph and the sentence.

2–12. **THE ELEMENTS OF STYLE**, William Strunk, Jr., and E. B. White. Macmillan, New York, 1959.

> Selected rules of usage, principles of composition, and a list of reminders as to style. Available as a paperback.

2–13. **GUIDE FOR AIR FORCE WRITING**, AF Manual 10–4. Department of the Air Force, Washington, 1960.

> Emphasis on the extent to which principles of clear, logical thinking enter into effective writing.

2–14. **HANDBOOK OF AMERICAN IDIOMS AND IDIOMATIC USAGE**, Harold C. Whitford and Robert J. Dixson. Regents Publishing Company, New York, 1953.

> An approach to the rhythm and flavor of conversational speech, sought by many letterwriters who regard their letters as conversational.

2–15. **THE HARPER HANDBOOK OF COMMUNICATIVE SKILLS**, Clarence Merton Babcock. Harper, New York, 1957.

> Broad treatment of the skills of communication. Reference guides on diction, effective devices, logical fallacies, construction of paragraphs and sentences, grammar and syntax conventions, and the mechanics of writing and punctuation.

2–16. **HOW TO SEEM TO WRITE AS YOU TALK**, Robert S. Burger. *Management Review*, December 1959.

> Correspondence will be less stilted and artificial if people try to write the way they talk—but it will also be disordered and inaccurate. Some tips on hitting a happy medium.

2–17. **HOW TO WRITE, SPEAK, AND THINK MORE EFFECTIVELY**, Rudolf F. Flesch. Harper, New York, 1960.

> A compilation of the earlier books. Treats writing, speaking, and thinking as one process on the assumption that "writing, after all, is nothing but speaking on paper, speaking is nothing but thinking out loud, and thinking is nothing but silent speech."

2–18. **IMPROVE YOUR WRITING**, Department of Army Pamphlet No. 1–10. Headquarters, Department of the Army, Washington. 1959.

> Attitudes, methods, and techniques, rather than rules of grammar and composition, that help writers achieve a modern, more effective style of writing.

2–19. **LANGUAGE IN THOUGHT AND ACTION**, Samuel I. Hayakawa with Basil H. Pillard. Harcourt, Brace, New York, 1949.

> Principles of semantics primarily from the point of view of the psychologist, and their application to clear thinking and clear writing.

2–20. **PLAIN LETTERS**. National Archives and Records Service, General Services Administration, Washington, 1955.

> The very popular guide to letterwriting, stressing "shortness, simplicity, strength, and sincerity," written by Mona Sheppard. For those impressed by this approach, "Plain Letters; the Secret of Successful Business Writing," (Simon and Shuster, 1960), by Miss Sheppard, is an expansion of the same principles.

2–21. **POWER OF WORDS**, Stuart Chase. Harcourt, Brace, New York, 1954.

> The means of communication, the problem of semantics, and the ways of improving speech and writing, by one of the great popularizers.

2–22. **THE READER OVER YOUR SHOULDER**, Robert Graves and Alan Hodge. Macmillan, New York, 1943.

> In three parts: (1) an explanation of the types of prose, "official English," "ornate and plain styles," "classical prose," and "recent prose;" (2) a discussion of the 25 principles of clear statement and pleasing style; and (3) passages selected from a number of authors, each passage followed by an example of how the writer might have said better what he apparently was trying to say. Now available as a paperback.

2–23. **THE TECHNIQUE OF CLEAR WRITING**, Robert Gunning. McGraw-Hill, New York, 1952.

> Means of writing simply and of measuring readability. Gunning is the father of the famous "fog index."

2–24. **WRITER'S GUIDE AND INDEX TO ENGLISH**, Third Edition, Revised, Porter G. Perrin with Karl W. Dykema. Scott, Foresman, Chicago, 1959.

Attempts to present a realistic description of current English within the framework of composition. One section deals with the techniques of writing different kinds of papers.

2–25. WRITING FOR BUSINESS, Third Edition, Clyde W. Wilkinson, T. H. Menning and C. R. Anderson. Richard D. Irwin, Homewood, Illinois, 1960.

Collection of 78 articles by various authors on effective letterwriting, attitude of writer toward reader, planning letters, "shirtsleeve English," and approach to different types of specialized writing as reports, collection letters, claims, and selling by mail.

2–26. WRITING GUIDE FOR NAVAL OFFICERS, NAVPERS 10009. Bureau of Naval Personnel, Department of the Navy, Washington, 1958.

The requirements of good writing—careful organization, interesting presentation, completeness, and substantiation.

Films

2–27. BETTER CORRESPONDENCE PRACTICES. Department of the Navy, Washington. 16 mm., sound, 20 minutes, color.

Simplifying the executive's correspondence-handling procedures by reducing rewrites, clearances, reviews, and controls.

2–28. EFFECTIVE WRITING. Department of the Air Force, Washington. 16 mm., sound, 20 minutes, black and white.

Communication from the clear symbols of prehistoric man to the confusion of some contemporary government writing. Considers some causes of ineffective writing and explains rules of organizing material, with recommendations for improvement.

2–29. LANGUAGE IN ACTION. National Educational Television Film Service, Indiana University, Bloomington, Indiana. 16 mm., sound, 30 minutes, black and white.

Thirteen films devoted to the examination of the fundamental process of human communications. Lecturer, Dr. S. I. Hayakawa. His work in semantics has been seminal.

2–30. ORGANIZATION AND MECHANICS OF WRITING. Department of the Air Force, Washington. 16 mm., sound, 20 minutes, black and white.

Techniques of writing good paragraphs; how to develop clear ideas; how to arrange words in the proper order; how to punctuate; and how to organize a paper.

2–31. PLAIN LETTERS. Department of the Navy, Washington. 16 mm., sound, 20 minutes, color.

Shortness, simplicity, strength, and sincerity in letterwriting as an aid to effective communication; shortcuts in handling correspondence.

2–32. THE QUILL. National Educational Television Film Service, Indiana University, Bloomington, Indiana. 16 mm., sound, 30 minutes, black and white.

Six films on the art and craft of writing. Presented by Dr. Edwin Peterson.

2–33. TALKING SENSE. National Educational Television Film Service, Indiana University, Bloomington, Indiana. 16 mm., sound, 30 minutes, black and white.

Six films by Dr. Irving Lee, analyzing and illustrating factors that lead to misunderstanding when people talk.

3. Forms Management

Management

3-1. APPROPRIATE FORMS, IIAS Study No. 14, B. Kronvall. International Institute of Administrative Sciences, Brussels, 1953.

> A readable and well-organized treatment of forms management including forms simplification, review, design, typography, and use; address panels; and window envelopes. A study for the United Nations.

3-2. BETTER BUSINESS FORMS, Richard Neumaier. *American Business,* February, March, April of 1952.

> A series of articles: "Cutting Costs with Better Business Forms," February 1952; "Better Forms can Save You Money," March 1952; "Are Your Business Forms Too Expensive?" April 1952.
>
> An X-ray of the cost of forms, by an authority on management.

3-3. CLEARANCE OF PLANS AND REPORT FORMS UNDER THE FEDERAL REPORTS ACT, Circular No. A-40 (formerly Regulation A Revised). Bureau of the Budget, Washington, 1962.

> Provisions for a Government-wide review and clearance of plans and report forms used by Federal agencies in the collection of information.

3-4. FORMS CONTROL: AN ANALYSIS OF ITS ORGANIZATION AND ADMINISTRATION AS A MEANS OF SIMPLIFYING PAPERWORK IN OFFICE MANAGEMENT, Norman F. Kallaus. University Microfilms, Ann Arbor, Michigan, 1956.

> A Ph.D. thesis prepared at the State University of Iowa.

3-5. FORMS CONTROL VERSUS PROCEDURES CONTROL, Burke Muldoon. *Office Management and Equipment,* March 1951.

> Analysis of the characteristics that set forms control apart from other paperwork controls.

3-6. MARIEN ON FORMS CONTROL: HOW TO CUT COSTS AND INCREASE PROFITS THROUGH CONTROLLED BUSINESS FORMS, Ray Marien. Prentice-Hall, Englewood Cliffs, New Jersey, 1962.

> A most complete and up-to-date book on forms control, analysis, and design. Sections include: Why forms control is essential; how to organize a forms control program; forms department tools and procedures; analysis, design, and specification writing; data processing forms; solidifying the program; forms control results and how to report them; and forms control in the small company.

3-7. OFFICE METHODS, SYSTEMS, AND PROCEDURES, Irvin A. Herrmann. Ronald Press, New York, 1950.

> A comprehensive coverage of forms control and design, tied into the larger office management framework.

3-8. PAPERWORK MANAGEMENT AND PRINTING FACILITIES IN THE UNITED STATES GOVERNMENT, PART I, FORMS MANAGEMENT, House Report No. 2945. Subcommittee to Study Federal Printing and Paperwork, Committee on House Administration, House of Representatives, Eighty-fourth Congress, Washington, 1956.

> A report on how Federal agencies were practicing forms management about 1955-1956.

3-9. SIMPLIFYING PROCEDURES THROUGH FORMS CONTROL. Bureau of the Budget, Washington, 1948.

> Forms control as an administrative aid. Includes a seven-point forms control program, and a guide to putting the program into effect. An interesting section illustrates suggested forms for controlling stock forms.

Analysis and Design

3-10. DESIGN AND CONTROL OF BUSINESS FORMS, NOMA Series in Office

Management, Frank M. Knox. McGraw-Hill, New York, 1952.

> Principles to be applied in developing a forms program, and some of the technical know-how necessary to carry it out. A standard text by a leading professional.

3-11. FORMS ANALYSIS. National Archives and Records Service, General Services Administration, Washington, 1960.

> Helpful information in analyzing the reading, writing, transmitting, and filing of forms, and also their related prcedures. A Federal best-seller.

3-12. FORMS AUTHORSHIP IS NOT ENOUGH. *Systemation,* December 1, 1962.

> Explanation of the responsibilities of the forms author and forms designer and a delineation between the duties of the two.

3-13. FORMS DESIGN. National Archives and Records Service, General Services Administration, Washington, 1960.

> Form design techniques, and guidance for their use. The "twin" best-seller to "Forms Analysis," Item 3-11.

3-14. A FORMS MANUAL, Wesley S. Cadmus. Hartford, Connecticut, 1962.

> Basic information selected from a well-known course in "Forms Standardization and Design."

3-15. GOVERNMENT PAPER SAMPLES. Joint Committee on Printing, Eighty-sixth Congress, Washington, 1960.

> A valuable aid to those who want to select paper best suited to the requirements of the form.

3-16. MANUAL OF BUSINESS FORMS, Wallace B. Sadauskas. Office Publications, New York, 1961.

> Designing and using the tremendous number of specialty forms available today.

3-17. SPECIMENS OF TYPE FACES IN THE UNITED STATES GOVERNMENT PRINTING OFFICE. Government Printing Office, Washington, 1962.

> Shows the type faces available for printing by the Government Printing Office.

Films

3-18. A MATTER OF FORM, Moore Business Forms, Inc. 16 mm., sound, 20 minutes, color.

> Describes the uses of various types of business forms with modern data processing equipment.

4. Reports Management

Federally Imposed Reporting

4-1. CLEARANCE OF PLANS AND RE-PORT FORMS UNDER THE FEDERAL REPORTS ACT, Circular No. A-40 (formerly Regulation A Revised). Bureau of the Budget, Washington, 1962.

> Monitoring the Federal Reports Act of 1942 by the Office of Statistical Standards, Bureau of the Budget. Instructs Federal agencies how to clear information-gathering plans and report forms in conformance with that law.

4-2. FEDERAL REPORTS ACT OF 1942 (5 U.S.C. 139–139f).

> The Federal policy that reports required from the public, especially from small business enterprises, shall "be obtained with a minimum burden" and "at a minimum cost to the Government." Designates the Bureau of the Budget to administer the statute.

4-3. HOW HIGH THE PAPER MOUNTAIN, Roger A. Yoder. *Financial Executive*, May 1963.

> Resume of the impact of the Federal Reports Act on the business community.

4-4. IMPROVING FEDERAL TRANSPORTATION STATISTICS, House Report 1700. Subcommittee on Census and Government Statistics, Committee on Post Office and Civil Service, House of Representatives, Eighty-seventh Congress, Washington, 1962.

> An overall look at reporting requirements imposed on interstate carriers by all Federal agencies, with an eye to improving the statistics and reducing the burden. Grew out of the investigation of Interstate Commerce Commission reporting requirements. Depicts Congressional concern with reporting problem.

4-5. INSTRUCTION AND INFORMATION FOR THE CLEARANCE OF REPORT FORMS AND PLANS UNDER THE REPORTS ACT, SECNAVINST 5213.-1B. Department of the Navy, Washington, 1962.

> A Federal agency instruction, typical of a large agency, giving its employees the internal procedures for clearing requests prior to their going to the Bureau of the Budget.

4-6. PRELIMINARY REPORT ON BUSINESS REPORTING REQUIREMENTS OF THE FEDERAL GOVERNMENT. Subcommittee on Census and Government Statistics, Committee on Post Office and Civil Service, House of Representatives, Eighty-sixth Congress, Washington, 1959.

> An overall treatment of the subject with an up-to-date account of existing conditions and recommendations.

4-7. REDUCING THE REPORTING REQUIREMENTS OF TRANSPORTATION INDUSTRIES—AN INTERIM REPORT, House Report No. 206. Subcommittee on Census and Government Statistics, Committee on Post Office and Civil Service, House of Representatives, Eighty-seventh Congress, Washington, 1961.

> Reports progress in reducing the paperwork requirements imposed on interstate carriers by the Interstate Commerce Commission.

Reporting Systems

4-8. ACCOUNTING REPORTS FOR MANAGEMENT, Ronello B. Lewis. Prentice-Hall, New York, 1957.

> Points the way to "better and easier reporting," to "specific ways in which reports can be made more interesting and appealing to the reader," and to "shortcuts and simplifications that improve the measure of control obtainable through good reporting." Emphasizes that the problem of reporting is to make significant information available to management.

4-9. CHARACTERISTICS OF A FORMAL SYSTEM OF REPORTING TO MANAGEMENT, Thomas Hubin. "Proceedings of the First Annual Conference on

Records Management," New York University Business Series No. 20, H. W. MacDowell, Editor. Graduate School of Business Administration, New York University, New York, 1955.

> The outline of the organization of an effective reporting system. Based on a sample of the systems of large and successful companies.

4-10. THE CORPORATE PLANNING PROCESS, Melville C. Branch. American Management Association, New York, 1962.

> Long-range planning, and coordination of the planning and reporting functions.

4-11. DARK AT THE TOP OF THE STAIRS, Sash A. Spencer. *Management Review*, July 1962.

> The reasons for ineffective information systems, the causes of the problems, and the steps to be taken to improve the system. Emphasis on what management needs from reports.

4-12. DEVELOPMENT OF REPORTING FORMS AND DIRECTIVES, Army Pamphlet No. 335-2. Department of the Army, Washington, 1959

> An operational guide and training aid for initiators of reports, and for reports control officers.

4-13. EVALUATION OF REPORTING PROPOSALS, Army Pamphlet No. 335-3. Department of the Army, Washington, 1959.

> Agency standards to which reporting proposals should conform.

4-14. HIGHER MANAGEMENT CONTROL, Thomas Gerald Rose and Donald E. Farr. McGraw-Hill, New York, 1957.

> Helpful to reports control analysis, in providing techniques for evaluating management needs.

4-15. HOW COMPANIES PLAN, AMA Research Study 54, Stewart Thompson. American Management Association, New York, 1962.

> Report of a three-year study of top management and about one hundred companies in their use of planning tools and techniques.

4-16. MASTER PLAN FOR INFORMATION SYSTEMS, Marshall K. Evans and Lou R. Hogue. *Harvard Business Review*, January–February 1962.

Making use of the advances in information processing equipment is a challenge to management. Suggests ways of introducing an information processing center into the business organization.

4-17. NEW WAY TO EVALUATE ANNUAL REPORTS, Wallace H. Jones. *Public Management*, April 1960.

> A formula for evaluating the interest and content value of reports to the public on the basis of content, typography, graphic presentation, reading ease, and human interest. Developed originally to be applied to the annual reports of city managers, the system is presumably applicable to any public report. A few bibliographic references.

4-18. OVERHAULING THE CORPORATE INFORMATION AND CONTROL SYSTEM, Sash A. Spencer. *Effective Information Means Effective Controls*, Railway Systems and Management Association Proceedings, 1961. Railway Systems and Management Association, Chicago, 1961.

> Very good on the report problem as seen in the railroad industry, the causes and some solutions.

4-19. REPORTING FINANCIAL DATA TO TOP MANAGEMENT, AMA Special Report No. 25. American Management Association, New York, 1957.

> How to present significant financial data for top management decision-making. Includes a detailed presentation of a complete variance analysis system for operating control reports. Many charts, diagrams, and tables.

4-20. REPORTS CONTROL AT ARMY INSTALLATIONS, Army Pamphlet No. 335-1. Department of the Army, Washington, 1959.

> The way a very large Federal agency goes about exercising some control over the reports it must create.

4-21. REPORTS WHICH MANAGEMENT FINDS MOST USEFUL, Accounting Practice Report No. 9. National Association of Accountants, New York, 1960.

> The views of 61 authors who contributed descriptions of reports most useful to management in their organizations.

4-22. SOME PROBLEMS IN THE REPORTING OF RESEARCH RESULTS. National Science Foundation, Washington, 1959.

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On reports distribution. Reports management which restricts itself to reports suppression is limited in scope indeed. Reports of research need to be known to be used. How to make these reports known, many of them lying unused in the files, is a national problem.

Report Writing

4–23. **BETTER REPORT WRITING, Willis H. Waldo. Reinhold, New York, 1957.**

A small volume designed as a reference book for experienced report writers. Attempts to provide answers to the impromptu questions the experienced report writer will ask.

4–24. **BUSINESS REPORTS WRITING, Robert D. Hay and Raymond V. Lesikar. Richard D. Irwin, Homewood, Illinois, 1957.**

A basic work on communicating information in written reports. Also contains good material on problem solving techniques.

4–25. **EFFECTIVE REPORT WRITING, Norman B. Sigband. Harper, New York, 1960.**

This book does a thorough job of covering the subject of report writing. A valuable feature is a complete, annotated bibliography of bibliographies in seven major fields of commerce and engineering. Also includes a reference guide for report writers.

4–26. **THE LANGUAGE OF AUDIT REPORTS, Laura Grace Hunter. General Accounting Office, Washington, 1957.**

This publication is to audit reports what "Plain Letters" is to letterwriting. The principles of clear writing enunciated are applicable to all reports.

4–27. **MANUAL OF REPORT PREPARATION: CORRESPONDENCE AND TECHNICAL WRITING, Frank Kerekes and Robley Winfrey. William C. Brown Company, Dubuque, Iowa, 1948.**

Many report writing problems considered, with emphasis on the formal report writing.

4–28. **PUBLICATIONS AND REPORTS MANUAL. National Bureau of Standards, Department of Commerce, Washington, 1957.**

For technical and administrative personnel engaged in the planning, organization, preparation, and processing of scientific data, reports, and technical material for publication. Illustrated.

4–29. **READABILITY: AN APPRAISAL OF RESEARCH AND APPLICATION, Monograph No. 34, Jeanne Chall. Bureau of Educational Research, Ohio State University, Columbus, Ohio, 1958.**

A review of the various formulas for measuring the readability of writing.

4–30. **REPORT WRITER'S HANDBOOK, Charles E. Van Hagan. Prentice-Hall, Englewood Cliffs, New Jersey, 1961.**

A handbook for the occasional report writer. Gives an accepted technique used in meeting each of the major problems encountered in report writing.

4–31. **STATISTICS SOURCES, Paul Wasserman, et al., Editors. Gale Research Company, Detroit, 1962.**

List of sources for current statistical data on different subjects—arranged by subject.

4–32. **THE TECHNICAL REPORT: ITS PREPARATION, PROCESSING, AND USE IN INDUSTRY AND GOVERNMENT, Benjamin H. Weil, Editor. Reinhold, New York, 1954.**

Originated from a symposium on the "research report" presented before the Division of Chemical Literature of the American Chemical Society. The compilation is divided into five parts—functions, preparing and processing, distributing, filing, and using. The appendices contain, among other items, a reprinting of the "Report Manual" issued by the Engineering Experiment Stations of the Georgia Institute of Technology.

5. Directives Systems

Management

5-1. ADMINISTRATIVE COMMUNICATION, Lee O. Thayer. Richard D. Irwin, Homewood, Illinois, 1961.

> Deals with communication as a problem in human relations.

5-2. ADMINISTRATIVE MANUALS, Study No. 15, K. E. Grainger. International Institute of Administrative Sciences, Brussels, 1953.

> An Australian gives an elementary but inclusive introduction to the use and preparation of the administrative manual. A study undertaken for the United Nations.

5-3. COMMUNICATION IN MANAGEMENT: A GUIDE TO ADMINISTRATIVE COMMUNICATION, Charles E. Redfield. University of Chicago, Chicago, 1953.

> Fundamentals of communications. Downward and outward through directives; upward and inward through reports; across through clearing, reviewing, and conferring.

5-4. MANAGEMENT BY SYSTEM, Second Edition, Richard F. Neuschel. McGraw-Hill, New York, 1960.

> Chapter 17 on "Developing and Maintaining Procedures Instructions Manuals" is very good.

5-5. THE NAVY DIRECTIVES SYSTEM, SECNAVINST 5215.1B. Department of the Navy, Washington, 1963.

> Policies, responsibilities, and standards for the Navy system—a forerunner in developing agency codification doctrine.

5-6. NAVY-MARINE CORPS STANDARD SUBJECT CLASSIFICATION SYSTEM, SECNAVINST P5210.11. Department of the Navy, Washington, 1959.

> Details the OMNIBUS system developed in the Department of the Navy for classifying documents, identifying directives, and numbering forms and reports.

5-7. STANDARD, SPECIALIZED, AND RECURRING PUBLICATIONS AND POSTERS, Air Force Regulation No.

5-5. Department of the Air Force, Washington, 1960.

> The basic Air Force regulation establishing the various categories and types of Air Force publications and explaining their uses.

5-8. WHAT YOU SHOULD KNOW ABOUT ADMINISTRATIVE COMMUNICATION, Business Information Bulletin No. 20, Keith Davis. Indiana University, Bloomington, Indiana, 1954.

> Brief treatment looking at communication both as a technical system and as a problem in human relations.

5-9. WRITTEN POLICIES HELP NINE WAYS, Louis Cassells and Raymond L. Randall. *Nation's Business,* December 1959.

> Comments on a poll of 337 firms to learn their experience with manuals. This experience was summarized as nine reasons for having good coverage of policies and procedures; for example, "written policies promote deep delegation of authority," "written policies promote consistency."

Processing and Writing

5-10. GOVERNMENT PRINTING AND BINDING REGULATIONS, No. 13. Joint Committee on Printing, Eighty-seventh Congress, Washington, 1961.

> When Government issuances are printed they must conform to the specifications and requirements set forth in this publication.

5-11. GUIDE FOR AIR FORCE WRITING, AF Manual 10-4. Department of the Air Force, Washington, 1960.

> Applicable to all office writing; especially useful to directives writers.

5-12. HOW TO COMMUNICATE POLICIES AND INSTRUCTIONS, Joseph D. Cooper. The Bureau of National Affairs, Washington, 1960.

> Complete information on preparing policy manuals, office manuals, technical and sales manuals, consumer how-to-do-it or

how-to-use-it pamphlets, purchasing and training manuals. Practical tips on language and use of illustrations, including photography, artwork, and exhibits.

5–13. HOW TO MAKE A PROCEDURE MANUAL, H. John Ross. Office Research Institute, Miami, Florida, 1956.

How to design, write, reproduce and bind a procedure manual. Technically unpolished, but considers some of the problems of developing a system.

5–14. HOW TO PREPARE AND MAINTAIN A SUPERVISOR'S POLICY MANUAL, Research Report No. 11, Eileen Ahern. American Management Association, New York, 1947.

Step-by-step guide to planning, writing, and reproducing a manual of policy and procedure, based on a survey of company practices.

5–15. THE PLAYSCRIPT PROCEDURES: A NEW TOOL OF ADMINISTRATION, Leslie Mathies. Office Publications, New York, 1961.

Training guide for writing how-to-do-it directives with the new "playscript" technique.

5–16. PREPARATION AND USE OF OFFICE MANUALS, E. H. Conarroe. *N.A.C.A. Bulletin,* National Association of Cost Accountants, New York, June 1943.

How to improve office policy, organization and procedure manuals, pages 1193–1206; steps to be taken in their preparation, distribution, and use.

5–17. PREPARING THE OFFICE MANUAL, Research Study Number 36, M. Graham Kellogg. American Management Association, New York, 1959.

A survey of industrial practices in preparing office manuals. Tables.

5–18. PUBLICATIONS NUMBERING SYSTEMS, Air Force Regulation No. 5–1. Department of the Air Force, Washington, 1961.

Tells Air Force publications management offices how to number publications so they can be filed, referred to, and found.

5–19. TWENTY TIPS FOR ISSUING A PROCEDURES MANUAL, Maurice F. Ronayne. *Systems and Procedures,* February 1959.

As the title says, a score of suggestions on writing a better manual.

5–20. WRITING, EDITING AND PUBLISHING AIR FORCE DIRECTIVES, HOI 5–1. Headquarters, Department of the Air Force, Washington, 1961.

A supplement to Air Force Regulation No. 5–5 (Item 5–7) establishing procedures for preparing new or revised directives for publication.

6. Mail Management

6-1. AGENCY MAIL OPERATIONS. National Archives and Records Service, General Services Administration, Washington, 1957.

> Covers mail management principles and practices on such matters as clearances and reviews, levels of preparation and signing, time limits for replies, followup, routing and control systems, messenger routes and schedules, and dispatch processes.

6-2. ALERT COMPANIES AGREE: NOVEL MAIL-ROOM IDEAS PAY OFF, Robert Dameron. *American Business,* November 1957.

> New ideas in mail-handling equipment are startling, but they are effective in increasing efficiency.

6-3. COMMUNICATIONS MANAGEMENT FOR OFFICE SERVICES, O. L. Hutchinson, "Men, Machines, and Methods in the Modern Office," AMA Management Report No. 6. American Management Association, New York, 1958.

> Effective use of men and machines by developing a successful company communication system.

6-4. COST REDUCTION THROUGH MECHANIZED MAILING, Charles B. Lunsford. *The Controller,* May 1955.

> How the Equitable Life Assurance Society of St. Paul, Minnesota, provides more efficient mail-handling by use of mechanized equipment.

6-5. HOW A NAVY OFFICE DOUBLED ITS MAIL HANDLING CAPACITY. *Armed Forces Management,* October 1958.

> The development of efficient mail "assembly lines" at the Navy's General Stores Supply Office in Philadelphia.

6-6. HOW 18 FIRMS HANDLE INCOMING MAIL. *American Business,* March 1954.

> A survey of the mail-handling practices of 18 private firms of various sizes and with varying activities.

6-7. HOW TO IMPROVE YOUR EXTERNAL MESSENGER SERVICE, Irving Seiden. *The Office,* August 1958.

> The ABC's of messenger supervision.

6-8. HOW TO RUN YOUR COMPANY MAILROOM. *Modern Office Procedures,* December 1960.

> Suggested equipment and procedures, and a sample layout for developing a more efficient mailroom.

6-9. IMPROVING BUSINESS MAIL SERVICE, Sidney Feldman. *The Office,* December 1952.

> Using Post Office services and facilities intelligently.

6-10. MACHINES SPEED PRODUCTION FOR LARGE CHICAGO MAILERS. *The Office,* November 1958.

> Speeding up 20 tons of outgoing mail by tying machines and conveyor belts.

6-11. MAIL ADDRESSING, William J. Askins. *Data Processing,* October 1960.

> Using punched cards for addressing low volume mail.

6-12. MAIL MANAGEMENT, Army Regulation 341-1. Department of the Army, Washington, 1960.

> A good example of an agency instruction outlining Army policies for handling general mail.

6-13. MAIL MANAGEMENT, Al Ames. *The Office,* December 1954.

> Techniques for handling both incoming and outgoing mail in large organizations and government agencies.

6-14. MAIL MANAGEMENT CHECKLISTS. National Archives and Records Service, General Services Administration, Washington, 1958.

> Mail handling problems, particularly those causing delayed replies, stem from various sources. They originate not only in agency mail rooms and substations but also in staff and operating offices at all levels. Four checklists for measuring the efficiency of a particular mail handling pro-

gram are: "incoming mail operations," "outgoing mail operations," "messenger service and interoffice mail," and "telecommunications operations." A fifth checklist, "Checklist on Administrative Practices Affecting Mail Operations," is included in the NARS "Mail Management Workshop Kit for Executives."

6-15. MAIL ROOM PRACTICES, Charles E. Ginder. *Office Executive,* May 1961.

A NOMA Survey report on how companies handle incoming and outgoing mail.

6-16. MEDICAL MAILING, William A. McComb. *Data Processing,* January 1961.

Large-volume direct mailing by use of punched cards, punched tape, and addressograph plates.

6-17. OFFICE MANAGEMENT: A HANDBOOK, Coleman L. Maze. Ronald Press, New York, 1947.

Mail room organization and operation, Chapter 19.

6-18. OFFICE MANAGEMENT: PRINCIPLES AND PRACTICES, Fourth Edition, John J. W. Neuner. Southwestern Publishing Company, Cincinnati, 1959.

One section considers mail practices.

6-19. POSTAL MANUAL. Post Office Department, Washington, Revisable.

The looseleaf guide to postal regulations and procedures, revised several times a week to bring it up to date. In eight chapters: chapters three through eight being for use by Post Office Department employees, chapter one covering public domestic mail, and chapter two covering public international mail.

6-20. PROCESSING WRITTEN COMMUNICATIONS, Air Force Regulation 10-2. Department of the Air Force, Washington, 1963.

Tells how to address communications for direct delivery; how to prohibit unnecessary channeling, reviewing, coordinating, and centralized signing; and how to account for Confidential and Secret documents.

6-21. STREAMLINING BREAKS LOGJAM OF INSERTING AND COLLATING RUSH MAIL, E. Wilkinson. *Credit and Financial Management,* March 1958.

Methods and new equipment useful in handling the problem posed by rush-mail jobs.

6-22. TOOLS OF THE OFFICE, Mary D. Lyons. *Office Management and American Business,* August 1960.

Mailroom equipment, time recorders, and numbering machines of many types.

6-23. USING A SORTER FOR OUTGOING MAIL, Claire S. Casey. *The Office,* December 1954.

Results from sorting equipment: consolidated mailing, reduction in pressure periods, fewer man-hours, and fewer errors.

6-24. WHY YOUR MAILROOM MAY BE YOUR MOST EXPENSIVE DEPARTMENT. W. D. Sullivan. *Office Management,* July 1957.

Seven steps in appraising mail operations and installing needed improvements. Includes cost figures.

7. Files Management

Files Control

7–1. CENTRALIZED FILES vs. DECEN-TALIZED FILES, Terry Beach. *The Office*, May 1954.

> Ten factors in determining the physical location of active records.

7–2. FILES OPERATION HANDBOOK. Division of Property and Supply, Tennessee Valley Authority, Chattanooga, Tennessee, 1962.

> Eleven standards for decentralized filing.

7–3. FILING AND RECORDS CONTROL. "Office Management Handbook," Second Edition, Harry L. Wylie, Editor. Ronald Press, New York, 1958.

> Organization of records, methods of filing, records room procedures, filing controls, equipment and supplies, retention and destruction of old records—discussed in section 16 of the handbook.

7–4. HOW TO FILE AND INDEX, Bertha M. Weeks. Ronald Press, New York, 1951.

> Organization, practices, procedures, controls, and equipment in files management.

7–5. MANUAL ON FILING SERVICES. Management Analysis Division, Civil Service Commission, Ottawa, Canada, 1960.

> A general guide to files management; organization of filing division staff; classification of materials; and processing, issuing, retaining, and disposing of records.

7–6. NO FILING, NO COSTS: GETTING FULL VALUE FROM OFFICE SPACE, EQUIPMENT AND PROCE-DURES, AMA Office Management Series No. 125, I. J. Berni. American Management Association, New York, 1950.

> How and when not to file.

7–7. PROGRESSIVE FILING AND REC-ORDS MANAGEMENT, College Series, Gilbert Kahn, Theodore Yerian, and Jeffrey R. Stewart. Gregg Publishing Division, McGraw-Hill, New York, 1961.

> The leading textbook on files management, well illustrated. In a simplified form the book is published under the title "Progressive Filing," for use by high school students. The more elementary text is now in its seventh edition.

7–8. RECORDS MANAGEMENT AND FIL-ING OPERATIONS, Margaret K. Odell and Earl P. Strong. McGraw-Hill, New York, 1947.

> Although outdated, was long recognized as a standard textbook in this field.

7–9. STANDARDS FOR BETTER FILES, Leslie Mathies. *Systemation*, September 1, 1960.

> Standards to help file personnel keep information obtainable—recommends a presorting device and miscellaneous procedures. Includes insert on standards for drawer files.

7–10. SUBJECT FILE MANUALS: THE WHY AND HOW OF THEIR DEVEL-OPMENT, Terry Beach. *The American Archivist*, April 1952.

> The filing manual is essential to the effective operation of a filing system. This article tells how to develop one for a subject file.

7–11. WORK FILES ARE THE MAVER-ICKS IN YOUR RECORDS SYSTEM, Ben F. Gregory. *The Office*, February 1962.

> The growth of "work files" in individual offices is generally the result of weaknesses and lack of confidence in the central files system. Suggests steps to keep work files under control.

Filing Systems and Practices

7–12. CATALOGUING AND CLASSIFICA-TION, Maurice F. Tauber, and SUB-JECT HEADINGS, Carlyle J. Frarey. "State of the Library Art," Volume I, Parts 1 and 2 edited by Ralph R. Shaw. Graduate School of Library Service,

Rutgers University Press, New Brunswick, New Jersey, 1960.

> Both "books" under one cover. They attempt a history of the main classification theories since Cutter. For the English-speaking world, this has not been done so well before.

7–13. CONTROLS FOR A SYSTEM OF PHOTOGRAPHIC RECORDS, Ben F. Gregory. *The Office*, April 1959.

> Good photographs are precision records. Unfortunately many organizations do not know how to use, control, and preserve photographic records as well as they do written records. Describes the control system used by the Tennessee Valley Authority.

7–14. A COST-CUTTING SHORT-CUT TO TERMINAL DIGIT SHELF FILING. *The Office*, May 1959.

> Explains terminal digit filing and describes a simple system used in a conversion from straight numerical and cabinet filing to terminal digit and shelf filing.

7–15. DIGIT FILING: TERMINAL AND SPECIFIC, William H. Hillyer. *The Office*, October 1950.

> How and when to use the technique of filing by digits.

7–16. FILE AUDIT HANDBOOK. Division of Property and Supply, Tennessee Valley Authority, Chattanooga, Tennessee, 1956.

> Five major steps in the audit procedure for correspondence files.

7–17. FILING AND INDEXING. O. W. Roskill and Company, London, 1946.

> Principles and practices of classification, applied to filing systems.

7–18. FILES OPERATIONS. National Archives and Records Service, General Services Administration, Washington, 1963.

> Principles, procedures, and techniques for establishing a file, and arranging papers to make finding easy.

7–19. GUIDE TO THE ORGANIZATION OF A HOSPITAL MEDICAL RECORD DEPARTMENT. American Hospital Association, Chicago, 1962.

> Consideration of the recordkeeping needs of a hospital: what records and forms are required; how and where they should be filed and preserved; what writing techniques are appropriate for material to be included in the file.

7–20. HOW TO FILE "BIG THINGS." *Management Methods*, July 1952.

> Filing films, art work, drawings, blue prints, and other bulky items need not be a problem.

7–21. INDEXES AND INDEXING, Robert L. Collison. John De Graff, New York, 1953.

> Indexing collections of books, periodicals, music, gramophone records, films, and other material.

7–22. MAINTENANCE OF CURRENT RECORDS, Air Force Manual 181–4. Department of the Air Force, Washington, 1958.

> A comprehensive files maintenance handbook covering all aspects of filing including the establishment of offices of record, integration of files maintenance and disposition systems, specific filing systems, and standard filing equipment.

7–23. NEW YORK STATE LIBRARY: INDEXING PRINCIPLES, RULES AND EXAMPLES. Fifth Edition, Martha Thorne Wheeler. *University of the State of New York Bulletin*, January 1957. The New York State Library, the University of the State of New York, Albany, 1957.

> The basic manual on library indexing in the United States. First published in 1905.

7–24. RECORDS: RECORDS MANAGEMENT FILES SYSTEMS AND STANDARDS, Army Regulation No. 345–210. Headquarters, Department of the Army, Washington, 1962.

> Complete detailed guides and standards for the Department of the Army's uniform system of files arrangement, records maintenance operations, and records disposition program.

7–25. RULES FOR ALPHABETICAL FILING, Research Study No. 1. American Records Management Association, New York, 1960.

> A new and comprehensive discussion of alphabetical filing—"the system under which 80 percent of all records are filed."

7–26. STANDARDS FOR FILING EQUIPMENT FOR ENGINEERING DRAWINGS, Report No. 19. National Records Management Council, New York, 1956.

> The only publication of its kind that provides standards and specifications for various types of equipment used to file engineers' drawings. Some basic types of equipment are pictured.

8. Records Disposition

Scheduling and Retiring Records

8-1. APPLYING RECORDS SCHEDULES, MANAGING NON-CURRENT FILES, Revised. National Archives and Records Service, General Services Administration, Washington, 1961.

A records disposition program saves space through the removal from an office of records no longer necessary to daily operations. It saves time of clerical personnel who can find current records more quickly if they are not intermixed with inactive records. It saves filing equipment by the removal of inactive records from equipment on hand, which can then be reused. Finally, it identifies and preserves records of enduring worth.

8-2. CASE STUDIES IN RECORDS RETENTION AND CONTROL, Jewel Moberley, Ruth Rich, Herbert F. L. Klingman, and Grace Rappenport. Controllership Foundation, New York, 1957.

Presentation of case studies, showing how time-proven retention and control programs may be used in any size business, with a resulting savings on salaries, equipment costs, and space rental.

8-3. CORPORATE RECORDS RETENTION, 3 Vols. Robert B. Wheelan. Controllership Foundation, New York, 1958-60.

Requirements of State governments for keeping records summarized in Volume 3; Federal requirements listed in Volume 1.

8-4. DEAD FIGURES? NO—LIVE FACTS, R. Langelier. The American Archivist, July 1961.

Usefulness of the agency's periodic records disposition report.

8-5. THE DISPOSAL ACT OF 1943 (44 U.S.C. 366-380), as amended.

The statute controlling disposal of Federal records, therefore basic to this phase of management activity. Defines records and provides for their "scheduling."

8-6. DISPOSAL OF NAVY AND MARINE CORPS RECORDS, PARTS I AND II,

SECNAVINST P5212.5B. Department of the Navy, Washington, 1961.

The Navy compilation of all its records control schedules. An excellent example of packaging such instructions. Compare with Item 8-16 for the Army.

8-7. EVALUATION AND DISPOSITION OF RECORDS, Air Force Manual 181-5. Department of the Air Force, Washington, 1963.

In two parts. Part I covers policies and procedures to follow in evaluating and disposing of records and establishes a system of facilities. Part II prescribes disposition criteria for Air Force records.

8-8. GENERAL SCHEDULES AND FEDERAL RECORDS, Isadore Perlman. The American Archivist, January 1952.

Development and Government-wide use of schedules covering records common to several or all agencies.

8-9. GUIDE TO RECORD RETENTION REQUIREMENTS, Revised as of January 1, 1964, reprinted from "Federal Register," March 5, 1964, Part II. Government Printing Office, Washington, 1964.

Excerpts from Federal laws and regulations on the retention of business and other non-Federal records giving, wherever possible, the records to be kept and the retention period. Issued periodically.

8-10. HOW TO INVENTORY RECORDS FOR DISPOSITION, William Benedon. The Office, November 1957.

Steps to be taken prior to beginning the record inventory, and guides for undertaking the inventory. Inventories are basic to records disposition work.

8-11. MONEY IN THE WASTEBASKET, Perrin Stryker. Fortune, February 1953.

A very well-written article on how to dispose of records and thereby cut costs. Interesting figures on savings that result.

8-12. OHIO—DISPOSITION OF MEDICAL RECORDS IN STATE MENTAL HOSPITALS, James F. Gill and Thornton W.

Mitchell. *The American Archivist,* July 1963.

> The Ohio Department of Mental Hygiene's methods of disposing of obsolete medical records. A case study.

8–13. PAPERWORK: IT'S SMOTHERING US, Joseph P. Blank. *Nation's Business,* August 1954.

> A much reprinted article which graphically describes the unnecessary documents retained by business and indicates why records disposition programs are necessary.

8–14. PIONEERING IN THE CONTROL OF MEDICAL-CLINICAL CASE RECORDS, Virginia Lake. *The American Archivist,* July 1961.

> How the State of Illinois developed a plan for the disposition of these records, and a copy of the control schedule.

8–15. RECORDS DISPOSITION IN THE FEDERAL GOVERNMENT, Elizabeth B. Drewry. *Public Administration Review,* Summer 1955.

> Covers such matters as records descriptions, establishing retention periods, transferring to inexpensive storage, establishing cut-off dates for files, and identifying records needed in site audit or those vital to continuity of operations.

8–16. RECORDS MANAGEMENT FILES SYSTEMS AND STANDARDS, Army Regulation No. 345–210. Department of the Army, Washington, 1962.

> One of the best agency manuals on maintenance and disposition of records in a large government organization. Part five is a compilation of Army records disposal schedules.

8–17. RECORDS RETENTION AND DISPOSAL HANDBOOK. Division of Property and Supply, Tennessee Valley Authority, Chattanooga, 1961.

> By the Office Methods Staff of TVA, based on 20 years experience in evaluating, retaining, and disposing of the Corporations records, and 20 years experience in dealing with the problem of growing record volume.

8–18. RETENTION AND DISPOSAL OF CORRESPONDENCE FILES, Sidney R. Hall. *The American Archivist,* January 1952.

> Tennessee Valley Authority experimentation in separation of permanent from temporary materials.

8–19. RETENTION AND PRESERVATION OF RECORDS: WITH DESTRUCTION SCHEDULES, Sixth Edition. Records Controls, Chicago, 1961.

> Broad coverage of record retention and disposition for the businessman. Includes relevant State and Federal laws on record retention, and a tabulation of the length of time that 300 common papers found in a business office are kept by large American firms.

Vital Records

8–20. CONTINUITY OF GOVERNMENT—RECORDS MANAGEMENT AND PRESERVATION. Office of Civil and Defense Mobilization, Washington, 1961.

> Collection of article reprints concerning management and preservation of State and local records. Includes material from "Suggested State Legislation Program," "Records Management Act," and "Preservation of Essential Records Act."

8–21. EXECUTIVE ORDER 11093 ASSIGNING EMERGENCY PREPAREDNESS FUNCTIONS TO THE ADMINISTRATOR OF GENERAL SERVICES, The President of the United States. "Federal Register," February 28, 1963.

> Giving the Administrator of General Services responsibility for providing "instructions and advice" on the preservation of vital operating records. Ultimate responsibility retained in the Office of Emergency Planning (see Executive Order 11051, "Federal Register," October 2, 1962).

8–22. GUIDE TO THE PRESERVATION OF ESSENTIAL RECORDS FOR PROVINCIAL GOVERNMENTS AND LIKELY TARGET AREAS, EMO Manual No. 2. Emergency Measures Organization, Privy Council Office, Ottawa, Canada, 1962.

> Selection of essential records; reproduction procedures, equipment, and costs; amending methods and finding aids; and storage of vital records—methods, equipment, and costs.

8–23. PROTECT YOUR RECORDS AGAINST DISASTER, Robert A. Shiff. *Harvard Business Review,* July-August 1956.

> Comprehensive article on protection of vital operating records: the need for protection and the effects of fire, flood, and nuclear explosion; selection of vital records; and protection methods.

8-24. PROTECTING RECORDS IN WAR-TIME, Conference Board Reports, Studies in Business Policy No. 51, E. Maxsil Ballinger. Division of Business Practice, National Industrial Conference Board, New York, 1951.

> Detailed case studies of British experience during the war and American experience in disasters.

8-25. PROTECTING VITAL OPERATING RECORDS, MANAGING CURRENT FILES. National Archives and Records Service, General Services Administration, Washington, 1958.

> Basic handbook on vital records problem. Methods of duplicating and protecting the records, and means of insuring adequacy of protection programs.

9. Office Systems Equipment and Supplies

General

9–1. BASICS OF DIGITAL COMPUTERS, 3 Vols., John S. Murphy. John F. Rider Publishers, New York, 1958.

> Clear, concise, simple description of the theory and technology behind all mathematical computing machines. A basic introductory text.

9–2. FEDERAL STOCK CATALOGUE. Federal Supply Service, General Services Administration, Washington, annually.

> The materials and equipment available for use in the Federal Government through the Federal Supply Service.

9–3. A GUIDE TO SPECIFICATIONS AND STANDARDS OF THE FEDERAL GOVERNMENT. Federal Supply Service, General Services Administration, Washington, 1959.

> The Federal Supply Service issues specification sheets to business concerns on items that the government buys in quantity. For example Federal specification UU–F–571g gives the standards for file folders, UU–F–581f is pressboard file folders.

9–4. HOW TO SELL. National Stationery and Office Equipment Association, Washington, 1949–1963.

> A series of over 20 individual manuals for the stationery salesman. Each manual deals with a separate subject, such as: stationery satisfaction, visible records, filing equipment, safes and other protective equipment, and office duplicating supplies and equipment.
>
> Although written basically as a selling aid, these manuals contain much information about the construction of equipment, its use, and factors to consider in making a selection.

9–5. INDEX OF FEDERAL SPECIFICATIONS, STANDARDS, AND HANDBOOKS. General Services Administration, Washington, periodically.

> An index to the Federal Specification sheets issued. A periodical listing of new specifications or revisions, available by subscription from GPO.

9–6. MANUAL OF OFFICE REPRODUCTION, Irvin A. Herrmann. Office Publications, New York, 1956.

> A survey of the methods of operation and the uses of a very wide range of reproducing, duplicating, and printing methods for the office.

9–7. MINIMUM REQUIREMENT FOR OFFICE-TYPE DICTATING EQUIPMENT, X2.5.20–1960. American Standards Association, New York, 1960.

> One of the ASA "X" series of standards on office equipment and supplies. Other standards in the same series cover such items as: dimensions of desks and tables; definition of a posture chair; paper sizes for bond, index bristols, ring, memorandum, and post binder sheets; and ring and post data.

9–8. STANDARDIZATION ACTIVITIES IN THE UNITED STATES: A DESCRIPTIVE DIRECTORY, Sherman F. Booth. Government Printing Office, Washington, 1960.

> Identification of 350 standardizing agencies and societies in the United States and a description of their functions.

9–9. STANDARDS FOR OFFICE OPERATIONS INVOLVING THE USE OF THE TYPEWRITER, Irol Whitmore Baisley. *Business Education Forum*, May 1960.

> Setting the standards; variables influencing typing standards; measuring the work; sample analyses of sample operations; sample standards.

9–10. TOOLS OF THE OFFICE. *Administrative Management*.

> Since 1962 a monthly feature on office equipment. Continues the series from *Office Management and American Business*.

9–11. UNSCRAMBLING THE CLAIMS ABOUT COPIERS, Walter A. Kleinschrod. *Administrative Management*, March 1963.

> A "Tools of the Office" article looking at 174 machines and processes new and old. Includes *Administrative Management's*

1963 "Guide to Office Copiers," which in table form gives the most important data on available machines.

9–12. WHAT YOU SHOULD KNOW ABOUT ... *Modern Office Procedures*, 1960–1961.

A series of articles giving essential information on office equipment such as: pencils, typewriters, and adding machines.

Microfilm

9–13. AMERICAN STANDARDS FOR PHOTOGRAPHIC REPRODUCTION, PH5. American Standards Association, New York, 1957–1961.

The six American Standards currently available on photographic reproduction:

"Specifications for Microfilm Readers for 16 mm. and 35 mm. Film on Reels," PH5.1–1959.

"Dimensions of Paper Sheets for Photo-Reproduction of Documents," PH5.2–1957.

"Specifications for 16 mm. and 35 mm. Microfilms on Reels or in Strips," PH5.3–1958.

"Practice for Storage of Microfilm" PH 5.4–1957.

"Specifications for Micro-Opaques," PH5.5–1961.

"Specifications for Photographic Films for Permanent Records," PH1.28—1957.

9–14. ADVANCES AND GOALS IN MICRO-PHOTOGRAPHY, Peter Scott. *Library Trends,* January 1960.

To gain acceptance, library use of microfilm must undergo significant improvement. This article treats at some length recent technological advances in equipment and standards to determine whether they have enhanced the usefulness of roll film in the library or have the potential to do so.

9–15. GUIDE TO MICROREPRODUCTION EQUIPMENT, Second Edition, H. W. Ballou. National Microfilm Association, Annapolis, Maryland, 1962.

An extensive listing of microfilm equipment with over 200 illustrations.

9–16. MICROFILMING, Air Force Manual 181–3. Department of the Air Force, Washington, 1959.

The well-illustrated Air Force microfilming manual. Considers: microfilming

equipment and supplies; cost and production data; planning, initiating and conducting microfilm conversion projects; and procedural microfilming.

9–17. MICROFILMING OF RECORDS, Department of the Army Technical Manual TM 12–257. Department of the Army, Washington, August 1955.

The Army Manual on basic operating procedures and special techniques for microfilming records, as well as guides to camera operation and to film inspection.

9–18. MICRORECORDING: INDUSTRIAL AND LIBRARY APPLICATIONS, Chester M. Lewis and William H. Offenhauser. Interscience Publishers, New York, 1956.

Microfilming, including techniques, systems, and equipment.

9–19. THE POSITIVE IN THE NEGATIVE, James L. Smiley. *Systems and Procedures Journal,* March-April 1963.

How Hospital Service of California (Blue Cross) uses microfilm to improve service and at the same time reduce the current record storage problem. Discusses systems, advantages, costs and pitfalls. Stresses that as advantageous as microfilm is, there are certain things about it which should be approached cautiously.

9–20. PROCEEDINGS OF THE ELEVENTH ANNUAL MEETING AND CONVENTION, Vernon D. Tate, Editor. National Microfilm Association, Annapolis, Maryland, 1962.

This meeting of the National Microfilm Association had a number of particularly good presentations looking into the future of microfilm use, including its role in the mechanized total information system. Proceedings of some of the previous meetings also have been published and are worth examining.

9–21. RECORDS: MICROFILMING OF RECORDS, Army Regulation No. 345–218. Headquarters, Department of the Army, Washington, 1960.

Outlines the policy and the responsibilities for microphotography and prescribes the administrative procedures to be followed in initiating and conducting microfilming projects within the Department of the Army.

10. Records Centers

Design and Operation

10-1. ARCHIVAL TRAINING IN A RECORDS CENTER, Everett O. Alldredge. *The American Archivist,* October 1958.

Skills required and kinds of knowledge needed by records centers personnel.

10-2. BUILDING AND EQUIPMENT OF FEDERAL RECORDS CENTERS IN THE UNITED STATES, Edward G. Campbell. *Archivum,* 1957.

The specifications for records center buildings and equipment, and why those specifications are the most satisfactory. Generally followed by industry and commerce, as well as by Government.

10-3. CANADA'S NEW RECORDS CENTER, A. W. Willms. *The American Archivist,* October 1956.

Organization of Canada's new records center, which accessions on a Dominion-wide basis.

10-4. ESTABLISHING A RECORDS CENTER, Wallace Ford. *NOMA Technical Quarterly,* May 1961. National Office Management Association, Willow Grove, Pennsylvania, 1961.

Planning for the effective use of a records-center type of storage for either the large or the small business. Nearly all large corporations have found records centers necessary for economical handling of inactive files.

10-5. FEDERAL RECORDS CENTERS. National Archives and Records Service, General Services Administration, Washington, 1961.

The way Federal Records Centers provide economic storage, efficient reference service, and systematic disposition of noncurrent Federal records. Noncurrency is defined as less than one reference per file drawer per month. First issued in 1957.

10-6. THE FEDERAL RECORDS CENTER, ST. LOUIS: PERSONNEL FILES AND FISCAL RECORDS, Everett O. Alldredge. *The American Archivist,* April 1955.

Economics in operation and effectiveness of service resulting from the concentration of several hundred employees in one records center servicing personnel records for separated employees.

10-7. HOW TO SAVE MONEY AND SPACE BY ESTABLISHING A RECORDS CENTER, F. L. Sward. *Office Management,* December 1957.

So long as it costs more than $3 a cubic foot to maintain records in an office and less than $1 a cubic foot to maintain them in a records center, such centers will save money and meet records storage needs smoothly and efficiently.

10-8. HOW TO SET UP AND OPERATE A RECORDS STORAGE CENTER, J. F. Cummings and W. B. Sadauskas. *The Office,* December 1960.

Advice to industrial firms large enough to establish their own records centers. Holdings of 20,000 cubic feet are minimal.

10-9. MUNICIPAL ARCHIVES AND RECORDS CENTER OF THE CITY OF NEW YORK, Jason Horn. *The American Archivist,* October 1953.

Scheduling, retirement, and records center operations in New York City, showing how a municipality can profit from having a records center.

10-10. NEW-TYPE STORAGE FOR RECORDS, J. H. Denny. *The American Archivist,* July 1961.

Records storage developments by Leahy and Company, one of the large commercial records center operators. Uses catwalks, instead of the tall ladders found in Government centers.

10-11. THE NORTH CAROLINA RECORD CENTER, Christopher Crittendon. *The American Achivist,* January 1955.

Center operations, scheduling and disposing of records at the State level. Typical of how a center can operate at this level.

10–12. PLANNING THE RECORDS STOR-
AGE CENTER, Emmett J. Leahy and
Robert E. Weil. *The Office,* June 1952.

> The findings of the National Records Man-
> agement Council, particularly the impor-
> tance of a records center to a full-scale
> records management program.

Repair and Preservation of Documents

10–13. AIR-CONDITIONING AS A MEANS
OF PRESERVING BOOKS AND
RECORDS, Francis Keally and Henry
C. Meyer, III. *The American Archivist,*
July 1949.

> When air-conditioning is vital to a records
> storage operation.

10–14. THE CONSERVATION OF BOOKS
AND DOCUMENTS, William E. Lang-
well. Pitman, London, 1957.

> Dangers of chemical destruction. If during
> storage, paper is exposed to air polluted
> with sulfur dioxide, it may suffer damage
> from the unseen formation of sulfuric acid.

10–15. AN EVALUATION OF DOCUMENT
RESTORATION PROCESSES, Wil-
liam J. Barrow. *American Documenta-
tation,* April 1953.

> Silk, tissue, and lamination processes, with
> full exposition of the latter.

10–16. FADED WRITING. *Archives,* Mich-
aelmas (December) 1949.

> Methods employed at the Public Records
> Office of England to restore faded writing.
> Very brief.

10–17. PERMANENCE IN BOOK PAPERS,
W. J. Barrow and R. C. Sproull. *Science,*
April 1959.

> The main reason for the short life of
> modern paper lies in its acidity which de-
> rives from alum rosin sizing and from resid-
> ual chlorine of the bleaching operation.

10–18. PRESERVATION OF THE DECLA-
RATION OF INDEPENDENCE AND
THE CONSTITUTION OF THE U.S.,
Circular 505, a report by the National
Bureau of Standards to the Library of
Congress. National Bureau of Stand-
ards, Department of Commerce, Wash-
ington, 1950.

> Summary of the investigations of the Bu-
> reau with regard to the method of preserv-
> ing documents in helium, with the provision
> of an appropriate filter to protect against
> harmful radiation. Very useful for exhibit
> work.

10–19. PROTECTION OF RECORDS, NFPA
No. 232. National Fire Protection As-
sociation, Boston, Massachusetts, 1960.

> Minimum fire protection requirements for
> vaults and records rooms, treatment of
> water soaked and charred records, and the
> role of records management in achieving
> protection against fires.

10–20. SALVAGING AND RESTORING
RECORDS DAMAGED BY FIRE
AND WATER. Federal Fire Council,
Washington, 1963.

> The immediate steps to be taken once
> damage has been discovered, such as prac-
> tical ways of drying out papers and pre-
> venting the formation of destructive molds.

10–21. SOME OBSERVATIONS ON THE
FLATTENING OF FOLDED REC-
ORDS, Adelaide E. Minogue. *The
American Archivist,* April 1945.

> Planning and carrying out the ironing proc-
> ess. Fragile items which do not tolerate
> ironing may be safely handled by dampen-
> ing each sheet, spreading it out between
> blotters, and pressing, without heat, until
> dry.

10–22. STANDARD FOR STORAGE AND
HANDLING OF CELLULOSE NI-
TRATE MOTION PICTURE FILM,
NFPA No. 40. National Fire Protection
Association. Boston, Massachusetts,
1953.

> Although nitrate film has not been manu-
> factured in the United States since 1951,
> records centers must be on the alert when
> film is accessioned to see if it is nitrate
> film. If so, the NFPA standard for stor-
> age should be followed.

11. Source Data Automation

11-1. ACCOUNTING SYSTEMS AND DATA PROCESSING, Oscar S. Nelson and Richard S. Woods. Southwestern Publishing Company, Cincinnati, Ohio, 1962.

> The accounting system of information and the data processing system treated as the same process, both originating from an "elemental business datum." This treatment of accounting procedures makes possible the fullest automation of information gathering and processing.

11-2. ACCOUNTING, USING PUNCHED PAPER TAPE, Rocco L. Martino. *Ideas for Management,* Proceedings of the 12th Annual International Systems Meeting of the Systems and Procedures Association, Toronto, 1959. Systems and Procedures Association, Detroit, Michigan, 1960.

> A method making small office use of SDA possible through punched paper tape accounting systems.

11-3. ADVANCED ANALYSIS METHODS FOR INTEGRATED DATA PROCESSING, IBM General Information Manual, Orren Y. Evans. International Business Machines Corporation, White Plains, New York, 1960.

> Integrated Data Processing (IDP) is essentially the industry name for what the Federal Government calls Source Data Automation (SDA).

11-4. ADVANCES IN DATA COMMUNICATIONS: TRANSMISSION AND RECEPTION, Norman J. Ream. *Advances in EDP and Information Systems,* AMA Management Report No. 62. American Management Association, New York, 1961.

> Comprehensive article tying in telecommunications with electronic computers and source data automation peripheral gear.

11-5. AUTOMATIC CHARACTER RECOGNITION, A STATE-OF-THE-ART REPORT, NBS Technical Note 112, Mary E. Stevens. National Bureau of Standards, Department of Commerce, Washington, 1961.

> A review of extant devices. Tells how optical code readers photo-electrically scan and automatically convert imprinted data into punched tape or cards, or magnetic tape.

11-6. BANKING AUTOMATION AND THE MAGNETIC INK CHARACTER RECOGNITION PROGRAM, Dale L. Reistad. Detroit Research Institute, Detroit, Michigan, 1961.

> Designed to give a background in the fundamental principles and methods of implementing MICR-ADP systems. The text examines various approaches to banking automation, the general MICR program, the role of account numbering, control codes, the automatic transit operation, and the role of the computer in the MICR program.

11-7. CONSTANTS AND VARIABLES. *Systemation,* June 1, 1963.

> "Variables" in systems information are costly. Changing "variables" to "constants" can materially reduce paperwork cost.

11-8. CYBERNETICS AND MANAGEMENT, Stafford Bear. John Wiley and Sons, New York, 1959.

> General exposition on the new science of cybernetics. Useful as a basis for understanding the role and capabilities of automated source data equipment. Contains bibliography.

11-9. DATA PROCESSING EQUIPMENT ENCYCLOPEDIA, VOLUME I, ELECTROMECHANICAL DEVICES. American Data Processing, Inc., Detroit, 1961.

> SDA tends to use electromechanical equipment, instead of electronic. Volume needs to be compared with Item 11-21 below. Contains definition of each machine's func-

25

tions, included and optional operating features, specific models, and the machine's specifications.

11-10. EDP IDEA FINDER: DATA PROCESSING DIGEST 1957, 1958, 1959. Canning, Sisson and Associates, Los Angeles, California, 1960.

> Digested articles on all key developments in electronic data processing from 1957 through 1959. Thoroughly indexed and cross-referenced to assist the reader in finding references to a specific subject.

11-11. ESTABLISHING AN INTEGRATED DATA PROCESSING SYSTEM, A BLUEPRINT FOR A COMPANY PROGRAM, Special Report No. 11. American Management Association, New York, 1956.

> Although obsolete in many respects, has historical value in depicting the elements of starting a data processing system. Compiled from the experiences of applications in industry as reported at an AMA symposium.

11-12. THE FILING PROBLEMS OF OFFICE AUTOMATION, Edmond V. McNamara. *The Office,* December 1958.

> Solutions arrived at by a number of companies for storing magnetic and punched card tapes.

11-13. GETTING THE MOST OUT OF YOUR COMPUTER: A SURVEY OF COMPANY APPROACHES AND RESULTS. McKinsey and Company, New York, 1962.

> The need for guidelines to govern the application of the computer as a tool. Stresses that the computer is least useful when applied in a merely random fashion to random problems. The same is true of SDA.

11-14. INFORMATION PROCESS ANALYSIS, Burton Grad and Richard G. Canning. *Journal of Industrial Engineering,* November–December 1959.

> Description of the new information-flow charting technique of information-process analysis which facilitates the effective use of Source Data Automation.

11-15. INTRODUCTION TO DATA PROCESSING. Haskins and Sells, New York, 1957.

> A simple, clear description of principles of data processing by edge punched card, tape, punched card, and electronic data processing. Good for beginners who are interested in basic concepts.

11-16. OPTICAL SCANNING EQUIPMENT, John H. DeJong. *Data Processing,* January 1961.

> The past decade, the present, and the next decade in uses of optical scanners.

11-17. OPTICAL SCANNING IN THE FIELD, George L. Fischer, Jr. *Data Processing,* July 1962.

> Variations in paper, ink and type fonts pose severe obstacles to the use of optical character recognition machines outside the laboratory; suggests that the stroke analysis machine is the only one capable of overcoming these obstacles.

11-18. AN ORIENTATION IN SYSTEMS ANALYSIS, NBS Report No. 6834, Vico Henriques, et. al. National Bureau of Standards, Department of Commerce, Washington, 1960.

> The systems concept and its application in terms of automatic data processing. Contains illustrations and bibliography. Well written for the nontechnical reader.

11-19. PRINCIPLES OF PUNCHED CARD DATA PROCESSING, Robert G. Van Ness. The Business Press, Elmhurst, Illinois, 1962.

> Comprehensive text on punched card data processing, both the technical and the managerial aspects.

11-20. PUNCHED CARD PRIMER, Burton Dean Friedman. American Book-Stratford Press, New York, 1955.

> Basic electric accounting machine book. Easy and worthwhile reading for the layman wanting to know something about electric accounting machine hardware.

11-21. SDA EQUIPMENT GUIDE. National Archives and Records Service, General Services Administration, Washington, 1962.

> The basic features, optional attachments, input and output features, speed, and cost of approximately 70 pieces of source data automation equipment. All equipment is pictured. Types covered: automatic typing; adding, accounting, and calculating; transaction recording; optical scanning; converters; punched tape; manual card punches; and embossing.

11-22. SDA HANDBOOK. National Archives and Records Service, General Services Administration, Washington, 1963.

> An introduction to source data automation, including the native languages of automated machines and the limitations of the

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machines. Much of our paperwork is repetitive, using the same basic information at different levels or points within the organization, adding small bits of newly created data. The primary objective of SDA, therefore, is to record repetitive data at birth, if the volume warrants, into a "common language media" (such as punched tape or cards) so that machines can process the data for all further handling.

11–23. SDA: STARTING POINT FOR ADP, Maurice F. Ronayne. *Systems and Procedures Journal,* March–April 1962.

A brief history of source data automation in the Federal Government and a list of the basic steps needed in the preinstallation systems study.

11–24. SOURCE DATA AUTOMATION. *Navy Management Review,* January 1960.

An entire issue devoted to the subject. Reveals early thinking and approaches to viewing paperwork input as a vital area to consider when building an electronic system.

11–25. SOURCE DATA AUTOMATION SYSTEMS. National Archives and Records Services, General Services Administration, Washington, 1963.

The objectives, processes, equipment, and results of 75 source data automation systems developed by a dozen Federal agencies.

11–26. SOURCE DATA AUTOMATION PROGRAM. *Data Processing for Management,* September 1963.

...of repetitive data to machinable records is the theme of a workshop program initialed by NARS of GSA; designed to cut paperwork costs.

11–27. SOURCE DATA WRITING: THE COMPUTER BOTTLENECK. *Armed Forces Management,* July 1960.

Early article on how computers were hobbled by bad paperwork procedures.

11–28. SYSTEMATE BEFORE YOU AUTOMATE, Leslie H. Matthies. *Systemation,* Ross-Martin Company, Tulsa, Oklahoma, 1962.

Developing a system to govern the flow of information before introducing data processing equipment!

11–29. TOTAL SYSTEMS, Alan D. Meacham and Van B. Thompson, Editors; Maurice Ronayne and Enock J. Haga, Coordinating Editors. American Data Processing, Inc., Detroit, Michigan, 1962.

A group of original articles on the possibilities of developing a totally automated information collecting, processing, storing and retrieving system.

Film

11–30. INTEGRATED DATA PROCESSING. National Office Management Association, Willow Grove, Pennsylvania. 16 mm., sound, 35 minutes, color.

Explanation of IDP and of how various office machines may be integrated.

12. Paperwork Simplification

12-1. HANDBOOK ON SECRETARIAL PRACTICE, Study No. 6, Civil Service Commission of Canada. International Institute of Administrative Sciences, Brussels, 1951.

> Simple and concise statement in the form of lists of recommendations and principles for the secretary on the performance of her duties. Undertaken for the United Nations.

12-2. MAKE YOUR FLOW CHARTS EASY TO UNDERSTAND, Edward L. Kerrigan. *Systems Management,* January–February 1963.

> A six-page article telling the historical development of flow charting methods from the beginning to the present time. The article stresses clarity and exactness so that flow charts can be understood by all executives.

12-3. MOTION ECONOMY THROUGH USE OF OPERATION CHARTS, MAN-MACHINE CHARTS, Army Pamphlet No. 20-302. Department of the Army, Washington, 1958.

> Motion economy as a basic technique of work simplification.

12-4. OFFICE MANAGEMENT, Charles B. Hicks and Irene Place. Allyn and Bacon, Boston, 1956.

> Chaper thirteen, "Motion Economy," lists the basic principles of motion economy, and gives examples of their application to the office.

12-5. PRACTICAL OFFICE TIME SAVERS, Arthur H. Gager. McGraw-Hill, New York, 1957.

> Over 500 short-cuts for office procedures. Gives the former practice and the improvement for each case.

12-6. THE PROBLEMS OF NATURAL SYSTEMS, Leslie H. Matthies. *The Office,* February 1963.

> Written to open the eyes of top management to the need for a planned administrative system in their organization. Discusses the two distinct types of systems in administrative areas: (1) a natural system, or (2) a planned system. The natural system stems from a method designed at the moment of need to get a better job done. The better, planned system is part of an integrated information and procedure program, laid out in advance of operation.

12-7. TECHNIQUES OF WORK SIMPLIFICATION, MORE EFFECTIVE USE OF MANPOWER, EQUIPMENT, MATERIAL, SPACE, Army Pamphlet No. 20-300. Department of the Army, Washington, 1951.

> Recommendations on how to utilize the tools of work distribution charts, flow process charts, work counts, motion economy, and layout studies to achieve greater office productive efficiency.

12-8. WORK IMPROVEMENT, Guy C. Close, Jr. John Wiley and Sons, New York, 1960.

> Work simplification techniques for supervisors, especially factory supervisors. The chapter on "Office Procedures" cursorily treats aspects of paperwok streamlining.

12-9. WORK SIMPLIFICATION, Army Regulation No. 1-65. Department of the Army, Washington, 1956.

> Regulations defining the policies, establishing the responsibilities, and outlining a pattern for the conduct of work simplification in the Army.

12-10. WORK SIMPLIFICATION, Gerald Nadler. McGraw-Hill, New York, 1957.

> Subjects include: people and problems, getting started, measurement charts, analysis techniques.

12-11. WORK SIMPLIFICATION. Systems Education Monograph No. 1, W. Lyle Wallace, Editor. Systems and Procedures Association, Detroit, 1962.

> A very elementary, but readable, treatment of the subject.

12-12. WORK SIMPLIFICATION—A CONCEPT, Fred A. Galbraith. *Ideas for Management,* Proceedings of the 12th

Annual International Systems Meeting of the Systems and Procedures Association, Toronto, 1959. Systems and Procedures Association, Detroit, Michigan, 1960.

Outlines the history of work simplification.

12-13. WORK SIMPLIFICATION—A PROGRAM, Fred A. Galbraith. *Ideas for Management,* Proceedings of the 12th Annual International Systems Meeting of the Systems and Procedures Association, Toronto, 1959. Systems and Procedures Association, Detroit, Michigan, 1960.

Tells how to undertake work simplification.

12-14. WORK SIMPLIFICATION: CREATIVE THINKING ABOUT WORK PROBLEMS, Robert N. Lehrer. Prentice-Hall, New York, 1957.

Systematic perspective on the activity of work simplification and its place in human endeavor. Essentially theoretical and general. Includes summaries at the end of important chapters and has case examples for the seven steps to work simplification.

12-15. A WORK SIMPLIFICATION METHOD, Study No. 17, J. A. Hinojosa Petit. International Institute of Administrative Sciences, Brussels, 1953.

Restatement of the Bureau of the Budget's analysis of the work distribution chart, flow process chart, and work count by a Mexican author. Undertaken for the United Nations.

Films

12-16. THE FLOW PROCESS CHART AND HOW TO USE IT. Office of Science Research and Development, Washington, 1945. 16 mm., sound, 15 minutes, color.

Use of flow process chart in work simplification, the meaning of the symbols, and an application to the act of showing.

12-17. MOTION STUDY APPLICATIONS SHOWING BETTER AND EASIER WAYS TO WORK. University of Iowa, 1952. 16 mm., sound, 22 minutes, black and white.

A very basic treatment of motion study and its application, considering two basic principles: the use of both hands in symmetrical movements, and the use of "devices" for repetitive manual tasks.

12-18. WORK SIMPLIFICATION IN THE OFFICE. Department of the Army, Washington, 1954. 16 mm., sound, 25 minutes, black and white.

Explains five tools used in work simplification: the work distribution chart, flow process chart, work count, motion economy analysis, and layout studies. Has examples of ideas put into effect in some offices.

13. Clerical Work Standards and Quality Control

13–1. CLERICAL QUALITY CONTROL, Paul A. Robert. *Ideas for Management,* Proceedings of the 12th Annual International Systems Meeting of the Systems and Procedures Association, Toronto, 1959. Systems and Procedures Association, Detroit, Michigan, 1960.

> A background to clerical quality control, useful for preparing to use the many technical guides on quality control techniques.

13–2. CLERICAL WORK MEASUREMENT, John Cavanaugh and Bryan Evans. *Ideas for Management,* Proceedings of the 12th Annual International Systems Meeting of the Systems and Procedures Association, Toronto, 1959. Systems and Procedures Association, Detroit, Michigan, 1960.

> The edited transcript of a seminar on clerical work measurement; excellent as an introduction.

13–3. CONTROL CHART METHOD OF CONTROLLING QUALITY DURING PRODUCTION, 21.3–1958. American Standards Association, New York, 1958.

> The standard for control chart methods of controlling quality during production.

13–4. ENGINEERED WORK MEASUREMENT, Delmar W. Karger and Franklyn H. Bayha. Industrial Press, New York, 1957.

> Includes the principles, data, and techniques for applying MTM (Methods Time Measurement) or Time and Motion Study. Contains a bibliography.

13–5. THE FEASIBILITY OF MEASURING PAPERWORK, E. C. Richardson. *Systems and Procedures Journal,* May–June 1962.

> Report on the results of a study to determine what office work measurement techniques are used by most industrial firms.

13–6. A GUIDE TO OFFICE CLERICAL TIME STANDARDS. Systems and Procedures Association, Detroit, 1960.

> Standards for measuring the productivity of various office clerical operations. Included is a description of a program for clerical cost control using performance standards. Drawn from standards data used by large American corporations.

13–7. HOW MUCH DOES YOUR "ALIBI SYSTEM" COST YOU? Maurice F. Ronayne. *Office Management,* March 1960.

> An error is made. The boss is alarmed. An elaborate control is set up—permanently. The cost? . . . expensive. Before instituting a new control management should consider the chances of the error's recurrence.

13–8. MEASUREMENT AND CONTROL OF OFFICE COSTS: MASTER CLERICAL DATA, Serge A. Birn, et. al. McGraw-Hill, New York, 1961.

> Methods Time Measurement standard data developed for application to clerical activities. Both an introduction to clerical work measurement and a fully developed practical method of undertaking measurement.

13–9. THE MEASURING OF WORK IN THE OFFICE, Office Management Series 2. British Institute of Management, London, 1956.

> Overview of office work measurement, both the simple and the formal techniques. A good bibliography, although considerably dated.

13–10. MEASURING OFFICE WORK, Earl R. Lind. *Leadership in the Office.* American Management Association, New York, 1963.

> A brief statement of the necessity of establishing performance standards, and one company's method for doing so.

13–11. OFFICE WORK STANDARDS, Robert L. Peterson. Business Management Service, University of Illinois, Urbana, Illinois, 1951.

> The kinds of standards applicable to the office, and the values and techniques involved in setting them.

13–12. A PERFORMANCE ANALYSIS SYSTEM RELATING WORK OUTPUT TO MAN-HOURS USED, Study No. 16, William A. Gill. International Institute of Administrative Sciences, Brussels, 1953.

> A brief look at the work-ratio method of work measurement, undertaken for the United Nations.

13–13. PRACTICAL CONTROL OF OFFICE COSTS: WITH UNIVERSAL OFFICE CONTROLS, H. B. Maynard, William M. Aiken, and John F. Lewis. Management Publishing Corporation, Greenwich, Connecticut, 1960.

> How to set work measurement standards in the office through the use of predetermined time data. Includes universal office controls standard data.

13–14. PROGRESS IN MEASURING WORK. Bureau of the Budget, Washington, 1962.

> Articles on "Productivity: Its Significance and Measurement" with selected work measurement programs in operations in the Federal government. A good first reference for beginning a study of work measurement.

13–15. PURSUIT OF PERFECTION: A REPORT ON THE NEED FOR PAPERWORK QUALITY MANAGEMENT. Commission on Organization of the Executive Branch of the Government (1953–1955), Washington, 1954.

> A staff report of the Work Group on Quality Management to the Task Force on Paperwork Management. A classic study of quality controls in Government paperwork operations—the situation in 1954 and future needs and possibilities.

13–16. THE QUALITY OF OFFICE WORK CAN BE CONTROLLED, William R. Devine and Harvey Sherman. *The Office*, June 1949.

> One of the first popular articles on quality control in the office.

13–17. STANDARD TIME DATA FOR CLERICAL PERFORMANCE STANDARDS, Paul B. Mulligan. *The Controller*, April 1952.

> Time study methods for streamlinging office operations in light of the history of scientific management since 1911.

13–18. STATISTICAL QUALITY CONTROL IN CLERICAL OPERATIONS, Allin

P. Deacon. *Ideas for Management*, Proceedings of the 12th Annual International Systems Meeting of the Systems and Procedures Association, Toronto, 1959. Systems and Procedures Association, Detroit, Michigan, 1960.

> Clerical errors are unavoidable, but statistical sampling is a relatively inexpensive method of reducing those errors.

13–19. STATISTICAL WORK MEASUREMENT, AMA Management Bulletin 23, C. J. McGarr. American Management Association, New York, 1962.

> Outlines the theory of statistical work measurement, admitting that statistical standards are no substitute for engineered standards although they have been in some ways effective. Describes the "work ratio" system used by one research and development organization with more than 7,000 employees.

13–20. TECHNIQUES FOR THE DEVELOPMENT OF A WORK MEASUREMENT SYSTEM. Bureau of the Budget, Washington, 1950.

> How a work-measurement reporting system can meet the needs of an agency. The problem of selecting appropriate units to be measured. The design and installation of a standardized form of reporting to ensure adequate work measurement.

13–21. TECHNIQUES IN CONTROLLING ADMINISTRATIVE COSTS, Norbert A. Bohn. *Systems and Procedures Journal*, November–December 1962.

> The techniques employed by the American Management Association in its "Group Ten Project." This project is an attempt to develop uniform data on manpower utilization which will not rapidly become outdated or ineffective because of limited information or actual company practices.

13–22. USAF MANPOWER VALIDATION PROGRAM, Air Force Manual 25–5. Department of the Air Force, Washington, 1961.

> Air Force policy and methods for verifying work measurement and use of Air Force work standards.

13–23. WORK MEASUREMENT IN THE OFFICE, Elmer Vincent Grillo and C. J. Berg, Jr. McGraw-Hill, New York, 1959.

> One of the NOMA series in office management. The basic book in offering a com-

prehensive approach to the measurement of salaried office operations.

Film

13–24. MAKING A WORK SAMPLING STUDY. University of California, Los Angeles, 1958. 16 mm., sound, 23 minutes, color.

Steps in making the study—define the problem, prepare for the study, design the study, make the observations, analyze the data, and report the findings.

14. Records Management Surveys

General Philosophy of Management

14-1. BUSINESS ORGANIZATION AND MANAGEMENT, Fourth Edition, Elmore Peterson and E. Grosvenor Plowman. Richard D. Irwin, Homewood, Illinois, 1958.

> A basic textbook on the organizational philosophy needed by the survey analyst. Also treats some of the more general problems of management: formulation of policy, communication, efficiency, and automation.

14-2. COMMON BODY OF KNOWLEDGE REQUIRED BY PROFESSIONAL MANAGEMENT CONSULTANTS. Subcommittee on the Constituent Elements of Management, Association of Consulting Management Engineers, New York, 1957.

> Develops a logical conception of the profession of the management consultant whose work may include all phases of records management. The management consultant makes frequent use of the survey tool.

14-3. GENERAL AND INDUSTRIAL MANAGEMENT, Henri Fayol. Pitman, London, 1961.

> An English translation of Fayol's classic *Administration Industrielle et Generale*. A penetrating statement of principles, lucidly written.

14-4. THE GREAT ORGANIZERS, Ernest Dale. McGraw-Hill, New York, 1960.

> Leaders in the application of new ideas in organizing a firm. How leading firms and individuals have undertaken organization and reorganization.

14-5. OFFICE MANAGEMENT, Charles B. Hicks and Irene Place. Allyn and Bacon, Boston, 1956.

> A general treatment of the diverse elements of office management. Describes the activities and relationships that exist in any office.

14-6. OFFICE MANAGEMENT AND CONTROL, Fourth Edition, George R. Terry. Richard D. Irwin, Homewood, Illinois, 1962.

> A widely used college textbook on all phases of planning office work. Has several chapters on various aspects of managing the records.

14-7. ORGANIZED EXECUTIVE ACTION: DECISION-MAKING, COMMUNICATION AND LEADERSHIP, Henry H. Albers. John Wiley and Sons, New York, 1961.

> "Interdisciplinary" approach to the elements of executive action. A managerial perspective on organization, planning, communication, leadership, and motivation.

14-8. SCIENTIFIC MANAGEMENT, Frederick W. Taylor. Harper and Brothers, New York, 1947.

> Originally copyrighted in 1911. Frederick Taylor formulated the pattern of subsequent American thought on scientific management.

14-9. STAFF IN ORGANIZATION, Ernest Dale and Lyndall F. Urwick. McGraw-Hill, New York, 1960.

> How a top executive can utilize the device of the general staff for more effective coordination in large corporations. The book examines the various types of staff found in business today and their relationship to the line, analyzes the theory and use in military organizations, and explains how military practices must be modified for business use. Urwick is one of the great names in the survey field.

14-10. TEXTBOOK OF OFFICE MANAGEMENT, Third Edition, William H. Leffingwell and Edwin M. Robinson. McGraw-Hill, New York, 1950.

> A textbook for the student of office management which attempts to enunciate the basic principles and practices of efficient office management on the philosophy that there is really nothing basic to the field which has not already been published.

14-11. ACCOUNTING SYSTEMS: PROCEDURES AND METHODS, Second Edition, Cecil M. Gillespie. Prentice-Hall, New York, 1961.

Includes a number of chapters on surveying an accounting system, and accounting forms systems. Particularly good are chapters 2 and 3 on making the survey and the use of checklists, worksheets, and charts.

14-12. THE DYNAMICS OF INTERVIEWING: THEORY, TECHNIQUES AND CASES, Robert L. Kehn and Charles F. Cannell. John Wiley and Sons, New York, 1957.

Interviewing is a necessary tool in survey research. This book includes two chapters on the theory of interviewing—its psychological basis and its role as a method of measurement. The second part of the book applies the principles and techniques elaborated in the first chapters to an analysis of several transcribed interviews.

14-13. EDP: THE FEASIBILITY STUDY, ANALYSIS AND IMPROVEMENT OF DATA PROCESSING, Systems Education Monograph No. 4, James W. Greenwood, Jr. International Education Committee, Systems and Procedures Association, Detroit, 1962.

Guide to undertaking the preliminary study preceding the installation of an ADP system.

14-14. INTRODUCTION TO OPERATIONS RESEARCH, C. West Churchman. John Wiley and Sons, New York, 1957.

Canvass of the field and basic information for the generalist to aid him in evaluating the potentialities of operations research in his organization.

14-15. MANAGEMENT SURVEY HANDBOOK: FACT FINDING, Army Pamphlet No. 20-246-5. Department of the Army, Washington, 1955.

Intended as a guide for instructors, as reference material for survey analysts, and for use by agencies in preparing or revising survey manuals.

14-16. THE MANAGEMENT SURVEY REPORT, *NOMA Technical Quarterly,* Data Processing No. 1, 1960, Herman Limberg. National Office Management Association, New York, 1960.

Production of the management survey report requires careful plans for information gathering and processing. The process of producing the survey report is analogous to the operation of a job-order plant.

14-17. MANUAL OF OFFICE LAYOUT. Canada, Organization and Methods Service, Civil Service Commission, Ottawa, 1954.

Comprehensive but brief treatment of how to lay out an office, often the subject of part of a paperwork survey.

14-18. OPERATIONS RESEARCH AND SYSTEMS ENGINEERING, Charles D. Flagle, William Huggins, and Robert Roy, Editors. The Johns Hopkins Press, Baltimore, 1960.

In three parts. The first part is devoted to the philosophical and historical aspects of systems engineering and operations research. With the objectives and tools of each field clearly defined, Part II deals with specific methodologies. Statistical quality control, linear programing, Queuing Theory, and many other methods are clearly explained. Part III includes numerous case studies.

14-19. PLANNING A RECORDS MANAGEMENT SURVEY, Irving Zitmore. *The American Archivist,* April 1955.

Introduces the reader to the role of the survey as an opportunity for improvement, and tells how to prepare for the survey.

14-20. PRESENTING O & M RECOMMENDATIONS, Study No. 12, K. S. Jeffries. International Institute of Administrative Sciences, Brussels, 1952.

A study undertaken for the United Nations; concentrates on the techniques of program promotion by written reports—an important skill.

14-21. PROCESS CHARTING: ITS USE IN PROCEDURAL ANALYSIS. *Management Bulletin,* November 1945. Bureau of the Budget, Washington, 1945.

The multicolumn process chart for complex operations—when and how to use it. A template for drawing charting symbols is attached to the back cover.

14-22. SQUEEZING THE WASTE OUT OF PAPERWORK, Chester L. Guthrie. *Office Administration* (Canada), September 1962.

Eighty-five to ninety percent of office paperwork operations can be considered normal and predictable, and therefore can be standardized. Attempts to standardize

the remaining ten to fifteen percent usually result in frustration and in unnecessarily complex systems.

14–23. SURVEY PRINCIPLES AND TECH-NIQUES, William A. Gill. *Modern Management*, January–November 1949.

Series of articles which give a broad perspective to organization and methods surveys.

14–24. TECHNIQUES OF FLOW PROCESS CHARTING: A TECHNIQUE FOR ANALYZING AND IMPROVING THE FLOW OF WORK, Army Pamphlet No. 20–303. Department of the Army, Washington, 1957.

The nature, types, and uses of flow-process charts; how to draw and use them most effectively.

15. Program Promotion

15-1. A-V INSTRUCTION MATERIALS AND METHODS, James W. Brown, Richard B. Lewis, and Fred F. Harcleroad. McGraw-Hill, New York, 1959.

Audio-visuals are basic tools for program promotion. This is a basic reference—from how communication and learning occur to the techniques of using audio-visual equipment.

15-2. ADMINISTERING AUDIO-VISUAL SERVICES, Carlton W. H. Erickson. Macmillan, New York, 1959.

Comprehensive textbook for training audio-visual service administrators. Includes many helpful suggestions on acquiring materials, facilitating use of materials, and caring for materials and equipment.

15-3. ANOTHER MEETING: HOW TO GET LESS TALK AND MORE ACTION, Eric Webster. *Management Review*, October 1962.

How the meeting or conference can be a meaningful tool for promoting a program.

15-4. AUDIO-VISUAL MATERIALS: THEIR NATURE AND USE, Third Edition, Walter A. Wittich and Charles F. Schuller. Harper and Brothers, New York, 1962.

A basic reference for A-V instruction, starting from a theory of how people learn.

15-5. BETTER RECORDS MANAGEMENT, Charles E. Hughes. *Factory*, December 1960.

In all, 150 practical tips and facts to lighten an organization's paperwork load. Interesting as an example of a brochure rarely produced by records managers to promote their program.

15-6. COMMUNICATION: PATTERNS AND INCIDENTS, William V. Haney. Richard D. Irwin, Homewood, Illinois, 1960.

Phases and processes of communication, the sending and receiving of data. Fundamental failures in communication are considered with examples. Contains bibliography.

15-7. EFFECTIVE PRESENTATION OF PAPERWORK IMPROVEMENT IDEAS. Meeting of the Interagency Records Administration Conference, May 1960. National Archives and Records Service, General Services Administration, Washington, 1960.

Irving Foote of the Navy Management Office takes a sharp look at idea presentation and use of audio-visual aids from the point-of-view of one promoting a paperwork improvement plan.

15-8. GETTING YOUR IDEAS ACROSS: IMPROVING COMMUNICATIONS WITH INSTRUCTIONAL AIDS. Meeting of the Interagency Records Administration Conference, January 1962. National Archives and Records Service, General Services Administration, Washington, 1962.

Dr. Donald Maley gives a broad outline of the problem of communication in program promotion.

15-9. HANDBOOK OF GRAPHIC PRESENTATION, Calvin F. Schmid. Ronald Press, New York, 1954.

Amply illustrated with all types of charts, diagrams, and graphs which can serve as models for the presentation of ideas and conclusions.

15-10. HOW TO WIN THE CONFERENCE, William D. Ellis. Prentice-Hall, New York, 1955.

In a conversational style the book candidly states that one enters a conference not to exchange ideas but to get across one's own ideas—one confers to win.

15-11. INTERVIEWING TECHNIQUES IN CONFERENCE LEADERSHIP, Frank L. Husted. *Training Directors Journal*, August 1960.

Perhaps the techniques used by the skilled interviewer are the same as those needed by the conference leader in bringing the group to a predetermined point.

15–12. THE PROCESS OF COMMUNICATION, David K. Berlo. Holt, Rinehart and Winston, New York, 1960.

> Generally regarded as the basic reference giving an overall picture of the communicative process. The process treated as analogous to the automated information retrieval and communication system. Contains bibliography.

15–13. A QUICK GUIDE TO FILMSTRIP PROJECTORS. *Industrial Photography,* September 1962.

> Specifications of standard-make film-strip projectors on the market in 1962.

15–14. RECORDS MANAGEMENT IN TVA, Revised. Division of Property and Supply, Tennessee Valley Authority, Knoxville, Tennessee, 1956.

> The program in Tennessee Valley Authority so described that its benefits and coverage can be better known.

15–15. SELLING TRAINING TO MANAGEMENT, Newman N. Shaulis. *Training Directors Journal,* April 1962.

> "Common sense" would indicate that to sell a program to management, a sample of the program's work must be provided for study and examination.

15–16. SELLING YOUR SYSTEM, Robert F. Gibeau. *Ideas for Management,* Proceedings of the 13th Annual International Systems Meeting of the Systems and Procedures Association, New York, 1960. Macmillan, New York, 1961.

> Step-by-step process of preparing a "system" of operation for sale to management. Also, how to sell and install the system once it is prepared.

15–17. THE TAPE METHOD OF DRAFTING AND VISUAL COMMUNICATION. Chart-Pak, Inc., Leeds, Massachusetts, 1962.

> A catalog of Chart-Pak materials, useful as an economical way to prepare visual aids or presentations, avoiding the costs of an artist's services.

15–18. TEN WAYS TO USE FILMS IN MANAGEMENT TRAINING SEMINARS, Julius E. Eitington. *Training Directors Journal,* May 1963.

> Excellent indication of the multiple purposes for using films in training or educating management.

15–19. TOOL OF THE TIMES. *Audio-Visual Instruction,* April 1962.

> An issue devoted to the use of the overhead projector.

Films

15–20. BULLETIN BOARDS: AN EFFECTIVE TEACHING DEVICE. Bailey Films, Inc., 6509 DeLongpre Ave., Hollywood, California. 16 mm., sound, 11 minutes, color.

> Gives suggestions for the planning and organizing of creatively designed bulletin boards.

15–21. CHALK AND CHALKBOARDS. Bailey Films, Inc., 6509 Delongpre Ave., Hollywood, California. 16 mm., sound, 16 minutes, color.

> Suggestions for making chalkboards effective teaching aids.

15–22. FILM TACTICS. Department of the Navy, Washington. 16 mm., sound, 22 minutes, black and white.

> The correct and incorrect ways of using motion pictures for group instruction. When and how film can be used effectively.

15–23. FLANNELBOARDS AND HOW TO USE THEM. Bailey Films, Inc., 6509 DeLongpre Ave., Hollywood, California. 16 mm., sound, 15 minutes, color.

> Suggestions for using flannel boards in presenting ideas.

15–24. LETTERING INSTRUCTIONAL MATERIALS. Audio-Visual Center, Division of University Extension, Indiana University, Bloomington, Indiana. 16 mm., sound, 22 minutes, color.

> What kinds and types of lettering can be used, and when and how to use them on materials for presentation.

15–25. MORE THAN WORDS. Henry Strauss and Company, New York. 16 mm., sound, 19 minutes, color.

How to get better understanding, accept-
ance, and action from others.

15–26. PHOTOGRAPHIC SLIDES FOR IN
STRUCTION. Audio-Visual Center,
Division of University Extension, In-
diana University, Bloomington, Indiana.
16 mm., sound, 11 minutes, color.
How to prepare and how to use the various
types of photographic slides for instruction.

16. The Place of Records Management in an Agency's Management Improvement Program

16–1. ANALYZING THE SYSTEMS ANA-LYST, Maurice F. Ronayne. *Journal of Data Management,* July 1963.

> Describes the duties and responsibilities of the systems man; also the tools he works with.

16–2. CENTRAL O & M OFFICES: WHAT THEY DO AND WHERE THEY ARE, Study No. 3, Arnold Miles. International Institute of Administrative Sciences, Brussels, 1951.

> Tells where management analysis offices are in most government organizations, and tells what they do. Gives brief descriptions of the "O & M" offices in 16 countries including the United States. Study undertaken for the United Nations.

16–3. COST REDUCTION THROUGH BETTER MANAGEMENT IN THE FEDERAL GOVERNMENT. Bureau of the Budget, Washington, 1963.

> All areas of management improvement, giving a picture of new developments since 1961.

16–4. HANDBOOK OF ORGANIZATION AND METHODS TECHNIQUES, Study No. 7, Harold O. Dovey. International Institute of Administrative Sciences, Brussels, 1951.

> A guide for the management analyst in undertaking his duties, but it puts management analysis in the perspective of the total administrative activity.

16–5. MANAGEMENT ANALYSIS AT THE HEADQUARTERS OF FEDERAL AGENCIES: AN INVENTORY OF AGENCY PRACTICES CONCERNING THE STAFF FUNCTION OF MANAGEMENT ANALYSIS. Bureau of the Budget, Washington, 1959.

> A most important survey showing Federal practice in placing, staffing, and using the management analysis function in the agency. Considers the characteristics of the professional staff as well as the organiza-

tional aspects of the management improvement program.

16–6. MANAGEMENT ANALYSIS SERIES, GS–343–0. U.S. Civil Service Commission, Washington, 1960.

> The basic document describing the work performed by management analysts and the prevailing standard for each level of that work. Sold by the Superintendent of Documents, G.P.O., under the heading of "Position-Classification Standards, Transmittal Sheet No. 30, USCSC."

16–7. MANAGEMENT IMPROVEMENT IN THE EXECUTIVE BRANCH. Bureau of the Budget, Washington, 1961.

> Places records management in the total management improvement program. Paperwork and methods simplification is an important technique of management improvement.

16–8. THE NEW STANDARDS FOR MANAGEMENT POSITIONS. Meeting of the Interagency Records Administration Conference, May 1961. National Archives and Records Service, General Services Administration, Washington, 1961.

> Discussion of the standards established by the Civil Service Commission for the classification of positions in the GS–343–0, Management Analyst Series, and GS–344–0, Management Technician Series.

16–9. ORGANIZATIONAL POSITION OF A SYSTEMS DEPARTMENT AND ITS RELATIONSHIP TO OTHER DEPARTMENTS, Walter F. Wolfe. *Ideas for Management,* Proceedings of the 13th Annual International Systems Meeting of the Systems and Procedures Association, New York, 1960. Macmillan, New York, 1961.

> A systems and procedures department undertakes many of the same tasks as does a paperwork management division. This article analyzes the role of the systems

group, its relation to other departments, and the location of the analysis staff in the management structure.

16–10. **THE PRACTICE OF O & M.** Great Britain, Organization and Methods Division, H. M. Treasury, London, 1954.

The place, purpose, and activity of the management analysis staff in the government agency.

16–11. **THE PROFILE OF A SYSTEMS MAN.** Systems and Procedures Association, Detroit, Michigan, 1960.

Tables 11, 15, and 16 indicate the kinds of activities in which systems analysts function in the U. S. Almost 60% of all companies surveyed included records management in the systems group.

16–12. **QUALIFICATION STANDARDS FOR CLASSIFICATION ACT POSITIONS,** Civil Service Handbook X–118.

U.S. Civil Service Commission, Washington, 1962.

Gives the qualification standards for GS–343, management analyst, and GS–344, management technician.

16–13. **QUESTION OF QUALIFICATION,** E. D. Schmitz. *Navy Management Review,* August 1959.

Considers the nontechnical qualifications desirable in a management analyst. Suggests that the most important qualities can be called "intelligence, patience, and enthusiasm."

16–14. **THE STAFF ROLE IN MANAGEMENT: ITS CREATIVE USES,** Robert C. Sampson. Harper and Brothers, New York, 1955.

The relationship between line and staff in organization, and how the staff officer aids that organization.

17. Office Information Retrieval

17–1. **ADVANCED DATA PROCESSING IN THE LIBRARY**, Louis A. Schultheiss, et. al. The Scarecrow Press, New York, 1962.

> Information retrieval was born as a way of mechanizing the search function in a library. This study distinguishes between a library's "technical service" and the "reference service" functions. The latter is rejected as an area for automation.

17–2. **AS WE MAY THINK**, Vannevar Bush. *Atlantic Monthly*, July 1945.

> The article that started the "IR" (Information Retrieval) movement. Suggests that scientists devote themselves to making their fund of knowledge more accessible and usable. The ideal is to have a mechanized "black box" which, after certain buttons are pushed, would provide the hardcopy of those documents pertinent to the questions asked.

17–3. **BASIC CRITERIA FOR INDEXES**, A39.4–1959. American Standards Association, New York, 1959.

> Much information retrieval consists of mechanizing indexes to a collection of publications. This is a standard for preparing indexes. It includes a select bibliography of books, pamphlets, and articles, making reference to many of the classics in the field.

17–4. **CONTENT ANALYSIS IN COMMUNICATIONS RESEARCH**, Bernard R. Berelson. Free Press, Glencoe, Illinois, 1952.

> A thoughtful attempt to define and describe posible units of information, distinguishable and capable of being organized.

17–5. **COORDINATION OF INFORMATION ON CURRENT SCIENCE RESEARCH AND DEVELOPMENT SUPPORTED BY THE U.S. GOVERNMENT**, Senate Report No. 263. Committee on Government Operations, Senate, Eighty-seventh Congress, Washington, 1961.

> It is the scientific area where the proliferation of new knowledge presents so many problems in "keeping up" with what is new. The problem of furnishing anybody, anywhere, immediately with all information pertinent to any subject created by anybody, anywhere, has become a national concern. It is not only the scientific community that can use information retrieval techniques. Theoretically, filing stations as well as technical and special libraries can utilize them.

17–6. **CORRELATIVE INDEXES. VIII. SUBJECT-INDEXING VS. WORD-INDEXING**, Charles L. Bernier and E. J. Crane. *Journal of Chemical Documentation*, April 1962.

> Subject-indexing means indexing the ideas supported by the author rather than the words he uses. And searchers usually seek information not on symbols, but on what they signify.

17–7. **CURRENT RESEARCH AND DEVELOPMENT IN SCIENTIFIC DOCUMENTATION**. National Science Foundation, Washington, Semiannually.

> Facts on new scientific storage and retrieval projects, in the Federal Government and in private industry, in the United States and abroad.

17–8. **DOCUMENTATION, INDEXING, AND RETRIEVAL OF SCIENTIFIC INFORMATION: A STUDY OF FEDERAL AND NON-FEDERAL SCIENCE INFORMATION PROCESSING AND RETRIEVAL PROGRAMS**, Document No. 113. Committee on Government Operations, Senate, Eighty-sixth Congress, Washington, 1961.

> A committee staff report on science information retrieval systems and programs in selected Federal agencies and non-governmental organizations.

17–9. **GENERAL INFORMATION MANUAL: AN INTRODUCTION TO INFORMATION RETRIEVAL**. International Business Machines Corporation, White Plains, New York, 1960.

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A discussion of the basic principles of information retrieval and points that should be considered in organizing for an information retrieval system.

17–10. GENERAL INFORMATION MANU-AL: KEYWORD-IN-CONTEXT (KWIC) INDEXING. International Business Machines Corporation, White Plains, New York, 1962.

An explanation of the so-called KWIC Index, its preparation and use. This type of word indexing runs counter to the ideas expressed in Item 17–6 above.

17–11. GENERAL INFORMATION MANU-AL: SELECTIVE DISSEMINATION OF INFORMATION. International Business Machines Corporation, White Plains, New York, 1962.

Proposed mechanized system for building a profile of individual users on the basis of their particular information needs and then supplying that need.

17–12. GUIDE TO SLA (SPECIAL LIBRA-RIES ASSOCIATION) LOAN COL-LECTION OF CLASSIFICATION SCHEMES AND SUBJECT HEAD-ING LISTS, Bertha R. Barden and Barbara Denison. Special Libraries Association, New York, 1961.

Description of the 788 classification schemes and other systems for organizing materials on deposit at Western Reserve University's School of Library Science on March 20, 1961. Since 1924 the Special Libraries Association has been building this collection, aided by the ALA, ASLIB, UNESCO, and many libraries in the United States and abroad.

17–13. HOW TO COPE WITH INFORMA-TION, Francis Bello. *Fortune,* September 1960.

Management presentation in the usual *Fortune* manner. Discusses methods of Federal agencies, foreign governments, and nongovernmental organizations.

17–14. INFORMATION RETRIEVAL MAN-AGEMENT, Lowell H. Hattery and Edward McCormick, Editors. American Data Processing, Inc., Detroit, 1962.

A collection of papers concerning the management phase of information retrieval adapted from the proceedings of the Fourth Institute on Information Storage and Retrieval, American University, Washington, D.C., February 1962. Contributors include many well-known persons in the field of information retrieval.

17–15. INFORMATION SELECTION SYS-TEMS, RETRIEVAL REPLICA COPIES: A STATE-OF-THE-ART REPORT, NBS Technical Note 157, Thomas C. Bagg and Mary E. Stevens. National Bureau of Standards, Department of Commerce, Washington, 1961.

A description of various microfilm information systems and equipment.

17–16. INFORMATION STORAGE AND RETRIEVAL THEORY, SYSTEMS AND DEVICES, Mortimer Taube and Harold Wooster, Editors. Columbia University Press, New York, 1958.

One of the best early primers on the subject. Papers by outstanding men in the field delivered at the Symposium on Information Storage and Retrieval Theory, Systems and Devices, Washington, March 17–18, 1958.

17–17. INTRODUCTION TO INFORMA-TION STORAGE AND RETRIEVAL: TOOLS, ELEMENTS, THEORIES, Joseph Becker and Robert M. Hayes. John Wiley and Sons, New York, 1963.

A general introductory text on information retrieval. Explains the uniterm system, especially the printed dual dictionary index; the termatrex and minimatrex systems; punched cards organized as collator decks; magnetic tape and tape search units.

17–18. MACHINES, METHODS, AND IN-FORMATION RETRIEVAL. *Chemical and Engineering News,* July 17, 1961, and July 24, 1961.

A two-part series on information retrieval. Part I discusses new devices and basic problems. Part II describes or mentions how industry and government have attempted to meet their information systems, including the Patent Office punched-card system for organic compound searches, the Patent Office and National Bureau of Standards HAYSTAQ system, the Armed Services Technical Information Agency program, and the Atomic Energy Commission system for abstracting literature.

17–19. THE MEDLARS STORY AT THE NATIONAL LIBRARY OF MEDI-CINE. Public Health Service, Department of Health, Education, and Welfare, Washington, 1963.

A good lay discussion of a leading information center mechanization project.

17–20. MODERN DOCUMENTATION AND INFORMATION PRACTICES: A

BASIC MANUAL, Otto Frank, Editor. International Federation for Documentation, The Hague, 1961.

> Sections written by Otto Frank, J. Edwin Holmstrom, G. Schuurmars Stekhoven, Hermann A. Elsner, and Josef Koblitz. Deals with the fundamentals of documentation and information work, especially with the organization of documentation and information centers. Published with the assistance of UNESCO.

17-21. NONCONVENTIONAL TECHNICAL INFORMATION SYSTEMS IN CURRENT USE. National Science Foundation, Washington. Periodically.

> Details on selected technical information systems operating on other than usual library bases. New uses of automatic equipment and new principles of subject-matter organization.

17-22. ON RETRIEVAL SYSTEM THEORY, Brian C. Vickery. Butterworth, London, 1961.

> A comprehensive explanation of indexing theory, principles, and techniques.

17-23. PUNCHED CARDS, Robert S. Casey and James W. Perry. Reinhold, New York, 1958.

> Most adequate text to date for a basic documentation course. Contains a bibliography.

17-24. REFERENCE MANUAL ON A PRACTICAL APPROACH TO INFORMATION AND DATA RETRIEVAL, Freeman H. Dyke, Jr. Industrial Education Institute, Boston, 1963.

> A comprehensive, easily understood reference manual on the basic principles, techniques, and uses of information retrieval. Based on proceedings at a seminar presented by the Industrial Education Institute.

17-25. SCIENCE, GOVERNMENT, AND INFORMATION, President's Advisory Committee. The White House, Washington, 1963.

> The scientific information retrieval problem as seen from the highest Federal level. Includes the Advisory Committee's recommendations to government agencies and the technical community on steps to be taken to ensure the effective dissemination of scientific information.

17-26. STATE OF THE ART SYMPOSIUM. *American Documentation*, January 1962.

> Still ranked high as a good critical review of the field of information retrieval and documentation. Includes presentations by: Saul Herner on Methods of Organizing Information for Searching; John Markus, on State of the Art of Published Indexes; Burt Holm, on Searching Strategies and Equipment; and by G.S. Simpson, Jr., on Science Information Centers in the United States.

17-27. TOWARDS INFORMATION RETRIEVAL, Robert A. Fairthorne, Editor. Butterworth, London, 1961.

> Collection of noteworthy papers applying the mathematical viewpoint to information retrieval and analyzing problems relating to information retrieval theories and principles.

17-28. VISTAS IN INFORMATION HANDLING, VOLUME I, THE AUGMENTATION OF MAN'S INTELLECT BY MACHINE, Information for Industry, Inc., Paul W. Howerton and David C. Weeks, Editors. Spartan Books, Washington, 1963.

> A look into the future of information handling, predictions being justified by observation of the newer tools and programs in the field.

18. Archives Administration

General

18–1. ARCHIVES, Charles M. Andrews. American Historical Association, *Annual Report,* Volume I, 1913, Washington, D.C.

> The seminal work of a great American historian. Contains the classic definition and description of archives. The significance of archives to the cause of history has given high purpose to the depositories which preserve them. Archives also exist to protect personal rights and privileges promised by Government and to carry on the work of Government.

18–2. ARCHIVES, Ernst Posner. Collier's Encyclopedia, 2: 186-188. Collier's, New York, 1958.

> Perhaps the best summary statement available in English of the historical evolution of archival administration and the significance of archives.

18–3. THE NATIONAL ARCHIVES: A PROGRAMME, Waldo G. Leland. *American Historical Review,* October 1912.

> Generally heralded as one of the key documents bringing the National Archives into existence. Reprinted as Senate Document 717, 63rd Cong., 3rd Session.

Manuals

18–4. ARCHIVKUNDE, Adolf Brenneke and Wolfgang Leesch. Koehler and Amelang, Leipzig, 1953.

> American archival practice is clearly dependent upon its European precursors. This is one of the great continental instructional guides. The tangible elements of archives are form, source, place of preservation; the intangible elements are reasons for creation or accumulation, for preservation, and for custody.

18–5. MANUAL FOR THE ARRANGEMENT AND DESCRIPTION OF ARCHIVES, Samuel Muller, J. A. Feith, and R. Fruin. Translated from the Second Dutch Edition of 1920 by Arthur Leavitt, New York, 1940.

> A classic by a trio of Dutch archivists. How to understand and comply with the great principles of *respect des fonds* (maintaining the natural archival bodies of creating offices separately from each other) and *respect pour l'ordre primitif* (respect for the original order).

18–6. A MANUAL OF ARCHIVE ADMINISTRATION (Revised Edition), Hilary Jenkinson. Lund, Humphries, London, 1937.

> The best known British handbook, by the former National Archivist of Great Britain. How to prepare the tools that make accessible the information contained in records and to establish control over collections.

18–7. MODERN ARCHIVES: PRINCIPLES AND TECHNIQUES, T. R. Schellenberg. University of Chicago Press, Chicago, 1956.

> The most thorough study of modern archival administration. For example, Chapters 4, 10, and 12 deal with the disposition and appraisal of records. Other chapters are devoted to accessioning, reference, description (finding aids), and preservation.

Arrangement of Archives and Finding Aids

18–8. ARCHIVAL ARRANGEMENT— FIVE DIFFERENT OPERATIONS AT FIVE DIFFERENT LEVELS, Oliver W. Holmes. *The American Archivist,* January 1964.

> The five levels are: (1) depository, (2) record group, (3) series, (4) filing unit, and (5) document. Arrangement must be established to an acceptable degree before finding aids are possible.

18–9. FINDING MEDIUMS IN THE NATIONAL ARCHIVES: AN APPRAISAL OF SIX YEARS' EXPERIENCE, Philip M. Hamer. *The American Archivist,* April 1942.

> Considerations important to what kinds of finding aids to prepare. The nature of the

collections is basic, along with the reference needs of the users, and the resources of the institution.

18-10. A GUIDE TO PRACTICAL CALENDARING, Morris L. Radoff. *The American Archivist,* April and July 1948.

> One of the best attempts to establish a uniform practice for entering data at the document level. Since calendars abstract information contained in each document in a collection, they tend to be costly and are used only when the "ore content" of the documents is high.

18-11. THE IDENTIFICATION AND DESCRIPTION OF THE RECORD SERIES, Ken Munden. *The American Archivist,* July 1950.

> The series is the most used unit of description for archives. Only a list of items is more detailed. A true series is composed of similar filing units arranged in a consistent pattern within which each of the filing units has its proper place. The series has a beginning and an end, with everything between having a relationship.

Appraisal Standards

18-12. THE APPRAISAL OF OLDER BUSINESS RECORDS, Robert W. Lovett. *The American Archivist,* July 1952.

> Describes a highly thought of project at the Baker Library in 1951 in isolating low-value materials.

18-13. ARCHIVAL SAMPLING, Paul Lewinson. *The American Archivist,* October 1957.

> For many types of voluminous records, which reflect a sizable segment of the economy, sampling is the best remedy. Because of the wide choices available, sampling must be classed as a highly subjective method that must await development before it can be generally adopted.

18-14. THE SELECTION OF RECORDS FOR PRESERVATION, Philip C. Brooks. *The American Archivist,* October 1940.

> Only a small portion of massive collections of papers can be saved. Records rating the best chance of being kept are those that cover policy making, internal management, relations with the public, and subjects about which information is scarce.

18-15. SOME REFLECTIONS ON BUSINESS ARCHIVES IN THE UNITED STATES, Oliver W. Holmes. *The American Archivist,* October 1954.

> Business manuscripts are as varied as public records but being more formless are less susceptible to evaluation by class or record type. Predicts business archivists will tend to use the principles of public archivists and that the number of business archives will grow. Believes business archives are eminently worth saving.

Reference Service

18-16. DEFENSE OF ARCHIVES AGAINST HUMAN FOES, Robert H. Land. *The American Archivist,* April 1956.

> Archives need to be saved from custodians who do not know the basic principles of guardianship; some ways of protecting records from thieves and the careless.

18-17. THE LAW OF LITERARY PROPERTY, Philip Wittenberg. World Publishing, Cleveland, 1957.

> Private records are considered under copyright by Folsom v. Marsh, 9 Fed. Cas. 342. It accrues to the author or his assigns automatically without the necessity of any steps being taken to announce or register it, and it is terminated only by abandonment or by dedication to public use.

18-18. THE PEOPLE'S RIGHT TO KNOW: LEGAL ACCESS TO PUBLIC RECORDS AND PROCEEDINGS, Harold L. Cross. Columbia University Press, New York, 1953.

> A professional tenet of archivists is that records placed in archival institutions should be fully open to the public. The exceptions to this rule should be thought out thoroughly before being adopted.

Arrangement of Private Papers

18-19. ARRANGEMENT OF PRIVATE PAPERS, T. R. Schellenberg. *Archives and Manuscripts,* August 1957.

> Virtually an additional Chapter to the Schellenberg manual (Item 18-7.)

18-20. BUSINESS MANUSCRIPTS: COLLECTION, HANDLING, AND CATALOGING, Arthur H. Cole. *Library Quarterly,* January 1938.

> Suggests, among other things, that corporate records can be organized into (1) administrative records, (2) general accounts, (3) purchase and receiving records, (4) production records, (5) sales and shipping files, and (6) letters. The article is based on experience of Baker Library, Harvard.

R. W. G. Vail, Issue Editor. *Library Trends,* January 1957.

> Articles by many leaders in the field; full of good quotes. For example: "It seems wasteful, outmoded, and a bit silly to collect items that appear more suitable for (a) the archives of another institution, or (b) the strictly local regional history of an area where another repository is located, or (c) actually form an integral part of a collection already existing in another repository, or (d) has close relationships to a collection or collections existing elsewhere."

Finding Aids for Private Papers

18–22. DESCRIPTION OF PRIVATE PAPERS, T. R. Schellenberg, *Archives and Manuscripts,* August 1958.

> A companion article to Item 18–19.

18–23. MANUSCRIPT CATALOGING, William J. Wilson, *Traditio,* New York, 1956.

> The most followed features are (1) a group description, usually called a "register"; (2) a "main (collection) card" and added entries, arranged in a dictionary catalog; (3) special catalogs, indexes, calendars, and shelf lists for detailed information on particularly important manuscripts.

18–24. NAME INDEXES, Margaret C. Norton. *Illinois Libraries,* April 1946.

> Some persons think the greatest difference between archives finding aids and private papers finding aids is the need of the latter to index names of important people.

18–25. THE NATIONAL UNION CATALOG OF MANUSCRIPT COLLECTIONS, Robert H. Land. *The American Archivist,* July 1954.

> All registers, brief or full, should include the 10 basic elements needed for entering the collection in the National Union Catalog. The 10 elements are enumerated. The catalog is trying to answer the question, "What manuscripts exist and where are they?"

18–26. THE PLACE OF THE REGISTER IN THE MANUSCRIPTS DIVISION OF THE LIBRARY OF CONGRESS, Katherine E. Brand. *The American Archivist, January* 1955.

> Samples of the register forms on which the staff records information for its own use and for the convenience of searchers, They serve also in preparing entries for the National Union Catalog.

18–27. RULES FOR DESCRIPTIVE CATALOGING IN THE LIBRARY OF CONGRESS, MANUSCRIPTS, Preliminary Edition. Library of Congress, Washington, 1954.

> The Library of Congress supplies most of the detailed doctrine for manuscripts cataloging just as the National Archives tends to be the center for archival theory. The rules on title and author entries, as well as abbreviations, are good examples.

Library Relationships

18–28. ARCHIVES AND LIBRARIES, A COMPARISON DRAWN, Margaret C. Norton. Illinois, Secretary of State, "Bluebook," 1939–40.

> Over the years the librarians have developed a well defined doctrine for the classification of subject matter and the cataloging of individual items within this framework. When libraries receive manuscripts, there is an over-tendency to use library principles for their organization and control.

18–29. LIBRARIANS AND ARCHIVISTS— SOME ASPECTS OF THEIR PARTNERSHIP, Herman Kahn. *The American Archivist,* October 1944.

> The knowledge of the world largely exists in book form or manuscript form. This has given rise to the kindred professions of librarian and archivist.

18–30. THE RELATION OF HISTORICAL MANUSCRIPTS TO ARCHIVAL MATERIAL, Curtis W. Garrison. *The American Archivist,* April 1939.

> Archives differ from libraries in the way they appraise, classify, and catalog their holdings. They also differ in the way they come into being and the way their holdings are brought into custody.

Films

18–31. YOUR NATIONAL ARCHIVES, National Archives and Records Service, General Services Administration, Washington, 1957. 16 mm., sound, 20 minutes, color.

> The functions of the National Archives and the services it performs.

Repair and Preservation of Documents

> See RECORDS CENTERS, Chapter 10.

19. Periodicals Frequently Carrying Articles of Interest to Records Managers

19–1. **ADMINISTRATIVE MANAGE-MENT**, Geyer-McAllister Publications, 212 Fifth Avenue, New York, New York. Monthly.

> Previously: *Office Management and American Business, Office Management,* and *Office Management and Equipment.* The official publication for the Administrative Management Society. Particularly valuable for "Tools of the Office," a monthly feature on office equipment currently available.

19–2. **THE AMERICAN ARCHIVIST**, Society of American Archivists, Philip Mason, Secretary, Wayne State University, Detroit, Michigan. Quarterly.

> Virtually no issue of this publication appears without an article of value to records managers, although the magazine is oriented to the archival profession. Contains periodic bibliographies.

19–3. **AMERICAN DOCUMENTATION**, American Documentation Institute, 2000 P Street NW., Washington. Quarterly.

> Published by ADI in cooperation with the School of Library Science at Western Reserve University. ADI is the American equivalent of ASLIB and represents the United States on the Federation Internationale de Documentation (FID). ADI is much interested in machine literature searching, theories of subject analysis, concepts in knowledge storage and dissemination, and the social implications of these activities.

19–4. **AMS MANAGEMENT BULLETINS**, Administrative Management Society, Willow Grove, Pennsylvania. Monthly.

> Consists of 12 publications annually: 3 on Administrative Services; 3 on Systems; 3 on Management Skills, and 3 on Personnel Management.

19–5. **ARCHIVES**, British Records Association, c/o Honorary Secretary, The Charterhouse, Charterhouse Square, LONDON, E. C. 1. Semiannually.

> Primarily concerned with archival administration, but has frequent articles of interest to the records manager.

19–6. **ARCHIVUM**, Presses Universitaires de France, 108, Boulevard Saint-Germain, Paris. Annualy.

> A multilingual journal of archival science including articles on records management.

19–7. **BUSINESS AUTOMATION, OA** Business Publications, Inc., 288 Park Avenue West, Elmhurst, Illinois. Monthly.

> Advance notice of equipment on the drawing boards of the office equipment industry. Considers new areas for the application of integrated data processing.

19–8. **BUSINESS MANAGEMENT**, Management Magazines, Inc., 22 West Putnam Avenue, Greenwich, Connecticut. Monthly.

> Formerly *Management Methods.* This magazine subscribes to the philosophy that all work can be improved, that improvements do not just happen, and that a systematic approach to improvement will produce best results.

19–9. **COMPUTERS AND DATA PROCESSING**, Nielson Publishing Co., Inc., 217 Broadway, New York, New York. Monthly.

> Contains articles for users of automatic information handling equipment.

19–10. **DATA PROCESSING DIGEST**, Canning, Sisson and Associates, 1140 South Robertson Boulevard, Los Angeles, California. Monthly.

> Abstracts of current literature covering all aspects of source data automation and automatic data processing.

19–11. **DATA PROCESSING MAGAZINE**, American Data Processing, Inc., 22nd Floor, Book Tower, Detroit, Michigan. Monthly.

> Formerly *Data Processing for Management, Data Processing,* and *Punched Card Data*

Processing (there was an earlier series of three issues entitled *Machine Accounting and Data Processing*, November 1958 to April 1959); formerly published by Gille Associates, Inc., 956 Maccabees Building, Detroit, Michigan. Gives the latest news on equipment, current trends in equipment application, and analyzes past experience with automation.

19–12. DATAMATION, F. D. Thompson Publications, Inc., 141 East 44th Street, New York, New York. Monthly.

Devoted to conveying new ideas and considering problems arising in the automatic handling of information.

19–13. DATA PROCESSING ANNUAL: PUNCHED CARD AND COMPUTER APPLICATIONS AND REFERENCE GUIDE, American Data Processing, Inc., 22nd Floor, Book Tower, Detroit, Michigan.

Articles on data processing, punched card applications, computer applications, and associated topics such as data processing forms design. Includes directives of schools in data processing; computer users' organizations; local suppliers of data processing equipment, services, and audio-visual aids, and data processing associations. References to nearly 1,000 articles from 128 foreign publications.

19–14. EDP WEEKLY, Industry Reports, Inc., 1327 F Street, NW., Washington. Weekly.

A weekly newsletter on developments in electronic data processing.

19–15. HARVARD BUSINESS REVIEW, Graduate School of Business Administration, Harvard University, Soldiers Field, Boston, Massachusetts. Bi-monthly.

Articles on ways to improve all aspects of business management including paperwork.

19–16. IDEAS FOR MANAGEMENT, Systems and Procedures Association, 7890 Brookside Drive, Cleveland, Ohio. Annually.

The publication of the proceedings of the annual International Systems Meeting. Every issue contains many interesting and valuable articles discussing new developments in systems management and records management.

19–17. IRAC PROCEEDINGS, Interagency Records Administration Conference, Washington. 9 times yearly.

The conference invites authorities in the field to speak on a selected subject. The Procedings constitute the fullest description of the way records management is practiced in the Federal Government, the objectives that determine its location in the Federal hierarchy, and scope of its activities.

19–18. JOURNAL OF DOCUMENTATION, Association of Special Libraries and Indexing Bureaux, 3 Belgrave Square, London, SW. 1. Quarterly.

Attempts to record, organize, and disseminate knowledge about special libraries, bibliographic concepts, classification theories, and information retrieval.

19–19. MANAGEMENT REVIEW, American Management Association, Inc., 135 West 50th Street, New York, New York. Monthly.

Primarily digests interesting articles on business management previously published. Each issue also includes book reviews and some original articles.

19–20. MODERN OFFICE PROCEDURES, Industrial Publishing Corporation, 812 Huron Road, Cleveland, Ohio. Monthly.

Concerned with improving office methods. Monthly feature on data processing—developments, applications, and problems.

19–21. MODERN USES OF LOGIC IN LAW (M.U.L.L.), American Bar Association, 1155 East 60th Street, Chicago, Illinois. Quarterly.

Objective of the magazine is to exchange information about the uses of modern logic in law, the uses of modern methods of information retrieval in law, the uses of quantitative methods for the analysis of legal decision-making, and the relationship between (a) developments in science and technology and (b) law.

19–22. O & M BULLETIN, Management Services Group of Divisions of H. M. Treasury, Treasury Chambers, Great George Street, London, SW. 1. Monthly.

Articles on many phases of office procedure management. Particularly good on work simplification, work standards, and quality control. Information on new equipment and further uses of automation.

19–23. THE OFFICE, Office Publications, Inc., 73 Southfield Avenue, Stamford, Connecticut. Monthly.

Primarily an advertising medium, but useful for learning what is new in office equipment and services.

19–24. **OFFICE APPLIANCES,** OA Business Publications, Inc., 288 Park Avenue West, Elmhurst, Illinois. Monthly.

Trade journal for the retailers of office supplies, machines, and furniture. Has information on new developments in the field other than computers.

19–25. **THE OFFICE ECONOMIST,** Art Metal Inc., Jamestown, New York. Quarterly.

A house organ with a wide coverage of records management practices and skills.

19–26. **PAPERWORK SIMPLIFICATION,** The Standard Register Company, Dayton, Ohio. Quarterly.

A house organ dealing with automation techniques and equipment as means to simplifying paperwork. Often has well-written and well-illustrated articles on forms simplification.

19–27. **PUBLIC ADMINISTRATION REVIEW,** American Society for Public Administration, 6042 Kimbark Avenue, Chicago, Illinois. Quarterly.

Many articles on office management from the perspective of the generalist in public administration.

19–28. **PUBLIC MANAGEMENT SOURCES,** U.S. Bureau of the Budget Library, Washington. Monthly.

A wide-ranging bibliography, based on some 500 periodicals received regularly by the Bureau of the Budget Library. Meant for use by Federal executives. It includes such categories as records administration, forms, reports, and systems and procedures.

19–29. **RECORDS MANAGEMENT JOURNAL,** Association of Records Executives and Administrators, Inc., Post Office Box 4259, Grand Central Station, New York, New York 10017. Quarterly.

A publication which lists original articles on records management principles and techniques.

19–30. **REPRODUCTION REVIEW,** Wolf Business Publications, Inc., 393 Seventh Avenue, New York, New York. Monthly.

Articles on all forms of reproduction—microfilm to spirit processes—as means of controlling paperwork. Considers the problems of reproduction and storage systems.

19–31. **SYSTEMATION,** Ross-Martin Company, Box 800, Tulsa, Oklahoma. Semi-monthly.

A semimonthly letter on trends and techniques in systems development and management. Interestingly written brief statement of new ideas in the field.

19–32. **SYSTEMS,** United Business Publications, 200 Madison Avenue, New York, New York. Bimonthly.

Oriented to paperwork. Covers a wide range of systems applications from manual paperwork operations to ADP.

19–33. **SYSTEMS AND PROCEDURES JOURNAL,** Systems and Procedures Association, 7890 Brookside Drive, Cleveland, Ohio. Bimonthly.

Formerly *Systems and Procedures* and *Systems and Procedures Quarterly.* Promotional literature primarily, but written by the leaders of the profession in a popular style.

19–34. **SYSTEMS MANAGEMENT,** Data Processing Publishing Corporation, 10 East 40th Street, New York, New York. Quarterly.

Oriented to microfilming, forms, and integrated data processing systems. Some interesting articles on information storage and retrieval.

20. Bibliographies of Interest to Records Managers

20–1. ADMINISTRATIVE COMMUNICATION, Lee O. Thayer. Richard D. Irwin, Inc. Homewood, Illinois, 1961.

> Contains at the end an extensive bibliography of 34 pages on communication, and on how to communicate effectively.

20–2. AN ANNOTATED BIBLIOGRAPHY FOR THE SYSTEMS PROFESSIONAL, Maurice F. Ronayne, et. al., Editors. Systems and Procedures Association, Detroit, 1962.

> An excellent selection (almost exclusively of books) by and for the systems man on all areas of systems management. Gives books on theorical background as well as on technical problems in systems analysis.

20–3. BIBLIOGRAPHY FOR THE MANAGEMENT ANALYST, NAVSANDA 405. Bureau of Supplies and Accounts, Department of the Navy, Washington, 1961.

> Covers all areas of management; has good sections on paperwork management. Concentrates on Navy publications and on those from non-governmental sources, with a few from other Federal agencies.

20–4. BIBLIOGRAPHY OF BIBLIOGRAPHIES ON ADP, Special Report of the Task Force on Bibliography, the Interagency Committee on Automatic Data Processing, March 1962. General Services Administration, Washington, 1962.

> The only thing of its kind on automatic data processing. The task force also prepares a monthly bibliography for the Committee. Available from National Archives and Records Service.

20–5. A BIBLIOGRAPHY OF FOREIGN DEVELOPMENTS IN MACHINE TRANSLATION AND INFORMATION PROCESSING, NBS TECHNICAL NOTE 193, Josephine L. Walkowicz. National Bureau of Standards, Department of Commerce, Washington, 1963.

> 714 references to the literature translated in the Joint Publications Research Service series on foreign developments in machine translation and information processing.

20–6. BIBLIOGRAPHY ON FILING, CLASSIFICATION, AND INDEXING SYSTEMS FOR ENGINEERING OFFICES AND LIBRARIES. New York Engineering Societies Library, New York, 1960.

> References relating to filing practices and filing methods.

20–7. BIBLIOGRAPHY ON REPRODUCTION OF DOCUMENTARY INFORMATION, January—December 1962, Loretta J. Diersdy. *Special Libraries*, March 1963.

> Sources on copying methods and processes, copying equipment and equipment applications, copying systems and standards, and a list of periodicals in the field. Earlier lists published in *Special Libraries*, February 1960, March 1961, and March 1962.

20–8. BIBLIOGRAPHY ON THE MECHANIZATION OF INFORMATION RETRIEVAL, Charles P. Bourne. Stanford Research Institute, Menlo Park, California, 1958, with annual supplements.

> Emphasis on the techniques of mechanizing information retrieval.

20–9. COMMUNICATION: PATTERNS AND INCIDENTS, William V. Haney. Richard D. Irwin, Inc., Homewood, Illinois, 1960.

> Contains good bibliography on communication. A particularly good section on "Group Processes: Discussion, Conference, Group Dynamics," valuable to those interested in program promotion techniques.

20–10. COMPREHENSIVE PLANNING: A BIBLIOGRAPHY OF CURRENT PUBLICATIONS, Ray Kitchell. Management Improvement and Research Branch, Bureau of the Budget, Washington, 1962.

> Fourteen pages, largely of articles, on management planning.

20–11. DARTNELL OFFICE MANAGER'S HANDBOOK, Christopher M. Weld, Editor. Dartnell Corporation, New York, 1958.

Includes an extensive bibliography of books and monographs covering such areas as office management, office automation, office methods, and procedures.

20–12. DATA PROCESSING DIGEST, Canning, Sisson and Associates, 1140 South Robertson Boulevard, Los Angeles 35, California. Monthly.

Digests of the most significant books and articles on data processing.

20–13. ECONOMIC AND SOCIAL IMPLICATIONS OF AUTOMATION—AN ANNOTATED BIBLIOGRAPHY. Labor and Industrial Relations Center, Michigan State University of Agriculture and Applied Science, East Lansing, Michigan, 1961.

A listing of publications on the effects of new developments in automation. Volume I by Gloria Cheek covers items published before 1957. Volume II covers publications from 1957 to 1960.

20–14. GENERAL BIBLIOGRAPHY ON INFORMATION STORAGE AND RETRIEVAL, Marshall Spangler, Editor. Computer Department, General Corporation, Phoenix, Arizona, 1962.

A comprehensive list, 390 pages in length, of contemporary English-language publications on information retrieval.

20–15. GUIDE TO SELECTED READINGS IN RECORDS MANAGEMENT. National Records Management Council, New York, 1954.

Still a valuable bibliographic tool because of the care and discrimination that went into its preparation. Usefulness was one yardstick, and essentiality of the contribution to current doctrine was another. The term "records management" is used in its broadest sense.

20–16. A GUIDE TO THE LITERATURE ON THE ART OF TECHNICAL WRITING AND COMMUNICATION, Barbara Ann Bryce. Defense Documentation Center for Scientific and Technical Information, Cameron Station, Alexandria, Virginia, 1962.

An 825-item, annonated bibliography of books and articles on writing in general, and on technical writing in particular. In-

cludes reference works and grammars as well as writing guides.

20–17. HOW TO CONTROL BUSINESS PAPER-WORK, George S. Vanderwende. *J. K. Lasser's Business Management Handbook*, Second Edition, Sydney Prerau, Editor. McGraw-Hill, New York, 1960.

Includes bibliography on forms management drawn largely from the 1940's and 1930's, and mostly from non-governmental sources.

20–18. INFORMATION HANDLING AND SCIENCE INFORMATION: A SELECTED BIBLIOGRAPHY, 1957–1961, Paul C. Janaske, Editor. Biological Sciences Communications Project, American Institute of Biological Sciences, Washington, 1962.

Annotated. Covers over 1100 entries. This is considered by some to be the best bibliography in the field of information retrieval.

20–19. INFORMATION SELECTION SYSTEMS RETRIEVAL REPLICA COPIES: A STATE-OF-THE-ART REPORT, NBS Technical Note 157, Thomas C. Bagg and Mary Elizabeth Stevens. National Bureau of Standards, Department of Commerce, Washington, 1961.

Includes a 21-page bibliography on information retrieval.

20–20. LITERATURE ON INFORMATION RETRIEVAL AND MACHINE TRANSLATION, Charles F. Balz and R. H. Stanwood, Compilers and Editors. International Business Machines Corporation, White Plains, New York, 1962.

The most complete bibliography on information retrieval now available. A 59-page "Keywood Index," and a 6-page author index.

20–21. A LITERATURE SURVEY OF TECHNICAL INFORMATION SERVICES, George B. Brannen. *Special Libraries*, February 1963.

A select bibliography of over 150 items on developments in information retrieval.

20–22. MANAGEMENT INFORMATION SYSTEMS INDEX. American Data Processing, Inc., Detroit, 1962.

A 195-page, comprehensive listing of articles, and reviews of books on data proces-

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sing. Largely selected from publications of 1961 and 1962, it includes a list of periodicals and author indexes.

20–23. MICROFILMS AND MICROCARDS: THEIR USE IN RESEARCH, Blanche P. McCrum, Compiler. General Reference and Bibliography Division, Library of Congress, Washington, 1950.

A somewhat dated but good list of publications on microfilm use.

20–24. MOTION AND TIME STUDY, Fourth Edition, Ralph M. Barnes. John Wiley and Sons, New York, 1958.

Contains extensive listing of books on time and motion study, with list of periodicals carrying articles on the subject.

20–25. MOTION AND TIME STUDY: PRINCIPLES AND PRACTICE, 3rd Edition, Marvin E. Mundel. Prentice-Hall, New York, 1960.

Bibliography includes sections on the fundamentals of time and motion study, office applications, training, and work sampling. Mentions two bibliographies of bibliographies in the field.

20–26. NOMA AUTOMATION BIBLIOGRAPHY, Second Edition. *Office Executive*, October 1959.

Covers the period July 1954 to August 1959, and includes only the more easily obtainable items on office automation. Annotated.

20–27. NOMA BIBLIOGRAPHY FOR ADMINISTRATIVE MANAGEMENT, 1962. National Office Management Association, Willow Grove, Pennsylvania, 1962.

An annual, annotated bibliography on office management, very likely the most significant one for the business world. This one includes over 900 articles and 90 books published between May 1961 and April 1962. Published as the "NOMA Bibliography for Office Management," in 1960 and 1961. The bibliography was included in the June 1959 issue of the *Office Executive.*

20–28. PREPARING THE OFFICE MANUAL, AMA Research Study No. 36, M. Graham Kellogg. American Management Association, New York, 1959.

Short, selective list of publications since 1949 devoted to preparing the office manual.

20–29. PROGRAMMING BUSINESS COMPUTERS, Daniel D. McCracken,

Harold Weiss, and Tsai-hwa Lee. John Wiley and Sons, New York, 1959.

Includes 14-page selection on office automation, listing books, conference proceedings, articles, and periodicals with articles on the subject. Sections on files and flow charting.

20–30. PUBLIC MANAGEMENT SOURCES. U.S. Bureau of the Budget Library, Washington. Monthly.

A wide-ranging bibliography, based on some 500 periodicals received regularly by the Bureau of the Budget Library. Meant for use by the Federal executive. It includes such categories as: records administration, forms, reports, and systems and procedures.

20–31. THE ROLE OF OPERATIONS RESEARCH IN BUSINESS, N. L. Senensief. Systems and Procedures Association, Detroit, 1961.

Includes a bibliography of 33 entries on operations research in general.

20–32. SMALL OFFICE AUTOMATION: BIBLIOGRAPHY, Walter H. Evans. *Small Business Bulletin,* No. 58, January 1962. Small Business Administration, Washington, 1962.

Automatic Data Processing—punched card and computer. Largely non-government sources. Annotated.

20–33. WORK SAMPLING, Second Edition, Ralph M. Barnes. W. C. Brown Company, Dubuque, Iowa, 1957.

Includes five-page selection of references on work sampling, largely items published since 1950.

20–34. WORK, WORKERS, AND WORK MEASUREMENT, Adam Abruzzi. Columbia University Press, New York, 1956.

Contains eight-page bibliography composed mostly of articles.

20–35. WRITINGS ON ARCHIVES, CURRENT RECORDS, AND HISTORICAL MANUSCRIPTS, July 1961—June 1962. *The American Archivist,* April 1963.

An annual list first issued in *The American Archivist,"* October 1943. Comprises selected United States and foreign titles. Includes sections on "Filing and Current Records Management," "Machine Techniques," "Physical Preservation," "Equipment," "Retention and Disposal," "Application of Photographic Processes," and "Training of Records Officers."

21. Glossaries

21-1. APICS DICTIONARY OF PRODUCTION AND INVENTORY CONTROL TERMS. Language and Technique Committee, American Production and Inventory Control Society, Detroit, Michigan, 1963.

> Brief glossary on production planning, production organizing, and inventory management.

21-2. AUTOMATIC DATA PROCESSING GLOSSARY. Bureau of the Budget, Washington, 1962.

> Supersedes all previous collections of ADP terminology.

21-3. CARBON PAPER GLOSSARY. *Printing Magazine*, August 1962.

> All the important terms.

21-4. A DICTIONARY OF DOCUMENTATION TERMS, Frank S. Wagner, Jr. *American Documentation*, 1960.

> Documentation, as used here, is synonymous with information retrieval.

21-5. DICTIONARY OF UNITED STATES ARMY TERMS, War Department Technical Manual TM 20-205. War Department, Washington, 1944.

> Some of the definitions in this extensive compilation are relevant to records management.

21-6. DOCUMENTATION AND INFORMATION RETRIEVAL: AN INTRODUCTION TO BASIC PRINCIPLES AND COST ANALYSIS, James W. Perry and Allen Kent. Western Reserve University Press and Interscience Publishers, Cleveland, 1957.

> Contains 15 pages drawn from "Documentation in Action," by J. H. Shera, *et al.* (Reinhold, 1956), and "The Jargon of Machine Literature Searching," a paper presented by T. H. Rees, Jr., and Allen Kent at the American Chemical Society Meeting, Miami, April 11, 1957.

21-7. GLOSSARY OF CATALOGING TERMS, K. D. Puranik. *Annals of Library Science*, March 1954, June 1954, September 1954, and December 1954.

> Standard terms used by libraries. In four parts.

21-8. GLOSSARY OF MANAGEMENT ENGINEERING TERMS. Department of the Air Force, Washington, 1959.

> Good for concepts used by records management officers in curbing records creation.

21-9. GLOSSARY OF TERMS COMMONLY USED IN RECORDS MANAGEMENT. National Records Management Association, New York, 1963.

> Based on material included in a 1956 glossary published by the National Archives and Records Service.

21-10. GLOSSARY OF TERMS FOR MICROPHOTOGRAPHY AND REPRODUCTIONS MADE FROM MICRO-IMAGES, Donald M. Avedon, Editor. National Microfilm Association, Annapolis, Maryland, 1962.

> The Association is authoritative in its field.

21-11. HOW TO SELL TO THE AUTOMATED OFFICE. National Stationery and Office Equipment Association, Washington, 1961.

> An authoritative compilation of terms. Defines many concepts unique to source data automation.

21-12. INDEX ORGANIZATION FOR INFORMATION RETRIEVAL, IBM Reference Manual. International Business Machines, White Plains, New York, 1961.

> Contains a glossary on documentation oriented to the automated, computer-centered retrieval system. Based on the Wagner list, Item 21-4.

21-13. MAIL, Army Regulation No. 341-1. Department of the Army, Washington, 1960.

> Defines the basic terms used in mail management.

21–14. THE MANAGEMENT DICTION-ARY: STANDARDIZATION OF DEFINITIONS AND CONCEPTS OF THE TERMINOLOGY IN THE FIELD OF PERSONNEL MANAGE-MENT, A. E. Benn. Exposition Press, New York, 1952.

> Over 4000 references in common use by personnel officers.

21–15. MICROFILMING, Ralph De Sola. Essential Books, New York, 1944.

> Includes sections on technical and trade terms.

21–16. PROTECTING THE LIBRARY AND ITS RESOURCES: A GUIDE TO PHYSICAL PROTECTION AND IN-SURANCE, Library Technical Projects Publication No. 7, Gage-Babcock and Associates, Inc. American Library As-sociation, Chicago, 1963.

> Has a glossary of insurance terms, with many applicable to the protection of records.

21–17. REPRODUCING AND DUPLICAT-ING HANDBOOK, 800.1. Administra-tive Office, Department of the Navy, Washington, 1955.

> Includes the basic terms of office copiers and reprography.

21–18. STANDING OPERATING PROCE-DURES, SECTION 10, GLOSSARY OF ARCHIVAL AND RECORD AD-MINISTRATION TERMS APPLI-CABLE TO THE WORK OF THE DEPARTMENTAL RECORDS BRANCH. Departmental Records Branch, Administrative Services Divi-sion, The Adjutant General's Office, Department of the Army, Washington, 1957.

> Lengthy annotations fill the bulk of this 495-page glossary. The terms included are mostly drawn from the recordkeeping and disposal areas of records management.

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